

THE RESIDENT EMERGENCY/DISASTER HANDBOOK



The Resident Emergency/Disaster Handbook Table of Contents

RENTERS' INSURANCE. 5 FIRES 6 Smoke alarm/detector. 6 If there is a fire 6 Develop a plan. 6 Steps to prevent exterior fires 7 Steps to prevent interior fires 7 Powers OUTAGES. 8 What to do when it happens 8 CHEMICAL HAZARDS. 9 Steps to prevent chemical hazards. 9 If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 Recognize and respond to symptoms of toxic poisoning: 9 Retroke TAMJOR EMERCENCY/DISASTER 11 Take specific steps 11 Redupter an emergency/disaster kit. 11 Veage an emergency/disaster checklist. 11 Use an emergency/disaster checklist. 11 It case a rear emergency signals. 11 It ae an emergency/disaster checklist. 12 Plan places to meet. 12 Plan places to meet. 12 Prepare theres on the driveway if necessary. 14 Check on neighbors or disabled persons. 14 <th>INTRODUCTION</th> <th></th>	INTRODUCTION	
Smoke alarn/detector 6 If there is a fire 6 Develop a plan 6 Steps to prevent exterior fires 7 Steps to prevent interior fires 7 Prepare these items in advance 8 Prepare these items in advance 8 What to do when it happens 9 Steps to prevent chemical hazards 9 If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 Recognize and respond to symptoms or exposure to a household chemical 10 Berore A Mayor Emergency/DisASTER 11 Take specific steps 11 Recipication renters' insurance 11 Neet with all household members and form a plan 11 Vet together an emergency/disaster checklist. 11 Create a communication plan 11 Learn area emergency signals. 11 Plan an evacuation route 12 Prapa places to meet 12 Have emergency contact numbers 12 Leare arengency shelters 12 Locate emergency contact numbers 12	RENTERS' INSURANCE	. 5
If there is a fire 6 Develop a plan. 6 Steps to prevent exterior fires 7 Steps to prevent interior fires 7 PowER OUTAGES. 7 PowEr Out Action 8 Propare these items in advance. 8 What to do when it happens. 8 CHEMICAL HAZAROS. 9 Steps to prevent chemical hazards. 9 If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan. 11 Put together an emergency/disaster kit. 11 Use an emergency/disaster checklist. 11 Create a communication plan 11 Learn area emergency signals. 12 Plan places to meet 12 Prapare for your pets. 12 Have emergency shelters. 12 Prepare for your pets. 12 During A MAJOR EMERGENCY/DISA	FIRES	. 6
Develop a plan	Smoke alarm/detector	6
Steps to prevent exterior fires 7 Steps to prevent interior fires 7 PowER OUTAGES 8 Prepare these items in advance. 8 What to do when it happens 8 CHEMICAL HAZARDS 9 If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Resconjics symptoms of exposure to a household chemical 10 Beroret a major obtain renters' insurance 11 Meet with all household members and form a plan 11 Nut together an emergency/disaster kit 11 Keep non-perishable food and water supplies available 11 Use an emergency signals 11 Learn area emergency signals 11 Plan places to meet 12 Plan places to meet 12 Have emergency point asting condition 12 Locate emergency plant 13 Do not panic; remain calm 13 Take specific steps 13<	If there is a fire	6
Steps to prevent interior fires 7 Power OUTAGES 8 Prepare these items in advance. 8 What to do when it happens 8 CHEMICAL HAZARDS. 9 Steps to prevent chemical hazards 9 If there is a danger of fire or explosion: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Ret with all household members and form a plan 11 Net with all household members and form a plan 11 Via together an emergency/disaster kit. 11 Keep non-perishable food and water supplies available 11 Use an emergency disaster checklist 11 Create a communication plan 11 Learn area emergency signals 11 Plan places to meet 12 Have emergency contact numbers 12 Prepare for your pets 12 Prepare for your pets 12 Prepare for your pets 13 Do not panic; remain calm 13 Do not panic; remain calm 13 Do not	Develop a plan	6
Power Outrages 8 Prepare these items in advance. 8 Prepare these items in advance. 8 What to do when it happens 8 CHEMICAL HAZARDS. 9 Steps to prevent chemical hazards 9 If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Put together an emergency/disaster kit 11 Use an emergency/disaster checklist 11 Use an emergency signals 11 Learn area emergency signals 11 Plan places to meet 12 Plan places to meet 12 Plan places to meet 12 Prepare for your pets 12 During A MAJOR EMERGENCY/DISASTER 13 Do not panic; remain calm 13 Take specific steps 13 Only make necesary calls <td>Steps to prevent exterior fires</td> <td>7</td>	Steps to prevent exterior fires	7
Prepare these items in advance	Steps to prevent interior fires	7
What to do when it happens 8 CHEMICAL HAZARDS. 9 Steps to prevent chemical hazards 9 If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Put together an emergency/disaster kit 11 Keep non-perishable food and water supplies available 11 Learn area emergency/disaster checklist 11 Create a communication plan 12 Plan places to meet 12 Have emergency signals 12 Verage for your pets 12 Duranca MAJOR EMERGENCY/DISASTER 13 Do not panic; remain calm 13 Take specific steps 13 Do not panic; remain calm 14 Follow your emergency plan 14 Have on neighbors or disabled persons 14 Hake specific steps 14 <td>Power Outages</td> <td>. 8</td>	Power Outages	. 8
CHEMICAL HAZARDS 9 Steps to prevent chemical hazards 9 If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Neet with all household members and form a plan 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster kit 11 Create a communication plan 11 It create a communication plan 12 Plan places to meet 12 Plan places to meet 12 Plan places to meet 12 Locate emergency contact numbers 12 Locate emergency distaster kit 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Listen to a battery operated radio	Prepare these items in advance	8
Steps to prevent chemical hazards 9 If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Put together an emergency/disaster checklist 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist 11 Create a communication plan 11 Learn area emergency signals 11 Plan places to meet 12 Plan places to meet 12 Have emergency contact numbers 12 Verepare for your pets 12 Prepare for your pets 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Shut off utillities if necessary	What to do when it happens	8
If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Put together an emergency/disaster kit. 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist. 11 Create a communication plan 11 Learn area emergency signals. 12 Plan places to meet 12 Have emergency contact numbers 12 Vecep your vehicles in working condition 12 Locate emergency shelters. 12 Prepare for your pets 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Take actions to secure your pets 14 Listen to a battery o	CHEMICAL HAZARDS	. 9
If there is a danger of fire or explosion: 9 Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 BEFORE A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Put together an emergency/disaster kit. 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist. 11 Create a communication plan 11 Learn area emergency signals. 12 Plan places to meet 12 Have emergency contact numbers 12 Vecep your vehicles in working condition 12 Locate emergency shelters. 12 Prepare for your pets 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Take actions to secure your pets 14 Listen to a battery o	Steps to prevent chemical hazards	9
Recognize and respond to symptoms of toxic poisoning: 9 If toxic poisoning symptoms or exposure to a household chemical 10 Berore A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Put together an emergency/disaster kit 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist. 11 Create a communication plan 11 Plan an evacuation route 12 Plan places to meet 12 Have emergency signals 11 Vex emergency shelters 12 Prepare for your pets 12 During A MAJOR EMERGENCY/DISASTER 13 Do not panic, remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency/DISASTER 13 Only make necessary calls 14 Follow your emergency/DISASTER 14 Check on neighbors or disabled persons 14 Take actions to secure your pets 14	If there is a danger of fire or explosion:	9
If toxic poisoning symptoms or exposure to a household chemical		
BEFORE A MAJOR EMERGENCY/DISASTER 11 Take specific steps 11 Reminder: obtain renters' insurance 11 Neet with all household members and form a plan 11 Put together an emergency/disaster kit. 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist. 11 Create a communication plan 11 Learn area emergency signals 11 Plan an evacuation route 12 Plan places to meet 12 Have emergency contact numbers 12 Keep your vehicles in working condition 12 Locate emergency shelters 12 Prepare for your pets 12 Durning A MAJOR EMERGENCY/DISASTER 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your mergency plan 14 Check on neighbors or disabled persons 14 Take actions to secure your pets 14 Listen to a battery operated radio 14 Disconnect the automatic garage door 14		
Take specific steps 11 Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Meet with all household members and form a plan 11 Put together an emergency/disaster kit. 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist. 11 Create a communication plan 11 Learn area emergency signals 11 Plan places to meet 12 Plan places to meet 12 Have emergency contact numbers 12 Keep your vehicles in working condition 12 Locate emergency shelters 12 Prepare for your pets 12 During A MAJOR EMERGENCY/DISASTER 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Mate actions to secure your pets 14 Listen to a battery operated radio 14 Listen to a battery operated radio 14		
Reminder: obtain renters' insurance 11 Meet with all household members and form a plan 11 Put together an emergency/disaster kit. 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist. 11 Create a communication plan 11 Learn area emergency signals. 11 Plan na evacuation route 12 Plan places to meet. 12 Have emergency contact numbers 12 Locate emergency shelters. 12 Prepare for your pets 12 Prepare for your pets 12 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Take actions to secure your pets 14 Listen to a battery operated radio 14 May of the interessary 14 Afters A MAJOR EMERGENCY/DISASTER PASSES 16 Take specific steps 16 When you do enter your residence 16		
Put together an emergency/disaster kit 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist 11 Create a communication plan 11 Learn area emergency signals 11 Plan an evacuation route 12 Plan places to meet 12 Have emergency contact numbers 12 Keep your vehicles in working condition 12 Locate emergency shelters 12 Prepare for your pets 12 During a MAJOR EMERGENCY/DISASTER 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Take actions to secure your pets 14 Listen to a battery operated radio 14 Disconnect the automatic garage door 14 Shut off utilities if necessary 14 Keep your car in the driveway if necessary 14 Arrea A major EMERGENCY/DISASTER PASSES 16 Take specific steps 16 Befor		
Put together an emergency/disaster kit 11 Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist 11 Create a communication plan 11 Learn area emergency signals 11 Plan an evacuation route 12 Plan places to meet 12 Have emergency contact numbers 12 Keep your vehicles in working condition 12 Locate emergency shelters 12 Prepare for your pets 12 During a MAJOR EMERGENCY/DISASTER 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Take actions to secure your pets 14 Listen to a battery operated radio 14 Disconnect the automatic garage door 14 Shut off utilities if necessary 14 Keep your car in the driveway if necessary 14 Arter A MAJOR EMERGENCY/DISASTER PASSES 16 Take specific steps 16 Befor		
Keep non-perishable food and water supplies available 11 Use an emergency/disaster checklist 11 Create a communication plan 11 Learn area emergency signals 11 Plan an evacuation route 12 Plan places to meet 12 Have emergency contact numbers 12 Locate emergency shelters 12 Derive a MAJOR EMERGENCY/DISASTER 13 Do not panic; remain calm 13 Take specific steps 13 Only make necessary calls 14 Follow your emergency plan 14 Check on neighbors or disabled persons 14 Take actions to secure your pets 14 Listen to a battery operated radio 14 Disconnect the automatic garage door. 14 Keep your car in the driveway if necessary 14 Arter A MAJOR EMERGENCY/DISASTER PASSES. 16 Take specific steps 16 Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 16		
Use an emergency/disaster checklist11Create a communication plan11Learn area emergency signals11Plan an evacuation route12Plan places to meet12Have emergency contact numbers12Keep your vehicles in working condition12Locate emergency shelters12Prepare for your pets12During a Major Emergency/Disaster13Do not panic; remain calm13Take specific steps14Follow your emergency plan14Check on neighbors or disabled persons14Listen to a battery operated radio14Mattery operated radio14Shut off utilities if necessary14Shut off utilities if necessary14Arter A MAJOR Emergency/Disaster Passes16Take specific steps16Mattery operated radio14Listen to a battery operated radio14Arter A MAJOR Emergency/Disaster Passes16Make necessary14Keep your car in the driveway if necessary16Before you enter your residence16When NOT to enter your residence16When you do enter your residence16When you do enter your residence16When you do enter your residence17	Keep non-perishable food and water supplies available	11
Create a communication plan11Learn area emergency signals11Plan an evacuation route12Plan places to meet12Have emergency contact numbers12Locate emergency contact numbers12Locate emergency shelters12Prepare for your pets12DURING A MAJOR EMERGENCY/DISASTER13Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Disconnect the automatic garage door14Disconnect the automatic garage door14Shut off utilities if necessary14Astre specific steps14Check on neighbors or disabled persons14Disconnect the automatic garage door14Astre A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16Mout off utilities if necessary16Before you enter your residence16When NOT to enter your residence16When you do enter your residence17	Use an emergency/disaster checklist	11
Learn area emergency signals11Plan an evacuation route12Plan places to meet12Have emergency contact numbers12Keep your vehicles in working condition12Locate emergency shelters12Prepare for your pets12DURING A MAJOR EMERGENCY/DISASTER13Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Listen to a battery operated radio14Shut off utilities if necessary14Keep your car in the driveway if necessary14Arter A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16Mehor MAJOR EMERGENCY/DISASTER PASSES16Mehor NOT to enter your residence16When you do enter your residence16When you do enter your residence16When you do enter your residence17		
Plan an evacuation route12Plan places to meet12Have emergency contact numbers12Keep your vehicles in working condition12Locate emergency shelters12Prepare for your pets12During A MAJOR EMERGENCY/DISASTER13Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14Shut off utilities if necessary14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16When NOT to enter your residence16When you do enter your residence16When you do enter your residence16		
Have emergency contact numbers12Keep your vehicles in working condition12Locate emergency shelters12Prepare for your pets12DURING A MAJOR EMERGENCY/DISASTER13Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16When NOT to enter your residence16When you do enter your residence16When you do enter your residence16		
Have emergency contact numbers12Keep your vehicles in working condition12Locate emergency shelters12Prepare for your pets12DURING A MAJOR EMERGENCY/DISASTER13Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16When NOT to enter your residence16When you do enter your residence16When you do enter your residence16	Plan places to meet	12
Keep your vehicles in working condition12Locate emergency shelters12Prepare for your pets12DURING A MAJOR EMERGENCY/DISASTER13Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Take actions to secure your pets14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14Shut off utilities if necessary14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16When NOT to enter your residence16When you do enter your residence17	Have emergency contact numbers	12
Locate emergency shelters12Prepare for your pets12DURING A MAJOR EMERGENCY/DISASTER13Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Take actions to secure your pets14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14Shut off utilities if necessary14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Before you enter your residence16When NOT to enter your residence16When you do enter your residence16When you do enter your residence17	Keep your vehicles in working condition	12
DURING A MAJOR EMERGENCY/DISASTER13Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Take actions to secure your pets14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14Shut off utilities if necessary14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16Before you enter your residence16When NOT to enter your residence16When you do enter your residence17	Locate emergency shelters	12
Do not panic; remain calm13Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Take actions to secure your pets14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14Shut off utilities if necessary14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16Before you enter your residence16When NOT to enter your residence16When you do enter your residence17	Prepare for your pets	12
Take specific steps13Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Take actions to secure your pets14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14Shut off utilities if necessary14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16Before you enter your residence16When NOT to enter your residence16When you do enter your residence17	DURING A MAJOR EMERGENCY/DISASTER	13
Only make necessary calls14Follow your emergency plan14Check on neighbors or disabled persons14Take actions to secure your pets14Listen to a battery operated radio14Disconnect the automatic garage door14Keep your car in the driveway if necessary14Shut off utilities if necessary14Evacuate if ordered14AFTER A MAJOR EMERGENCY/DISASTER PASSES16Take specific steps16Before you enter your residence16When NOT to enter your residence16When you do enter your residence17	Do not panic; remain calm	13
Follow your emergency plan14Check on neighbors or disabled persons14Take actions to secure your pets14Listen to a battery operated radio14Disconnect the automatic garage door.14Keep your car in the driveway if necessary.14Shut off utilities if necessary14Evacuate if ordered.14AFTER A MAJOR EMERGENCY/DISASTER PASSES.16Before you enter your residence16When NOT to enter your residence16When you do enter your residence17		
Check on neighbors or disabled persons14Take actions to secure your pets14Listen to a battery operated radio14Disconnect the automatic garage door.14Keep your car in the driveway if necessary.14Shut off utilities if necessary14Evacuate if ordered.14AFTER A MAJOR EMERGENCY/DISASTER PASSES.16Take specific steps16When NOT to enter your residence16When you do enter your residence16	Only make necessary calls	14
Take actions to secure your pets 14 Listen to a battery operated radio 14 Disconnect the automatic garage door 14 Keep your car in the driveway if necessary 14 Shut off utilities if necessary 14 Evacuate if ordered 14 AFTER A MAJOR EMERGENCY/DISASTER PASSES 16 Take specific steps 16 When NOT to enter your residence 16 When you do enter your residence 16 When you do enter your residence 16	Follow your emergency plan	14
Listen to a battery operated radio 14 Disconnect the automatic garage door 14 Keep your car in the driveway if necessary 14 Shut off utilities if necessary 14 Evacuate if ordered 14 AFTER A MAJOR EMERGENCY/DISASTER PASSES 16 Take specific steps 16 Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 17	Check on neighbors or disabled persons	14
Disconnect the automatic garage door. 14 Keep your car in the driveway if necessary. 14 Shut off utilities if necessary 14 Evacuate if ordered. 14 AFTER A MAJOR EMERGENCY/DISASTER PASSES. 16 Take specific steps 16 Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 17	Take actions to secure your pets	14
Keep your car in the driveway if necessary 14 Shut off utilities if necessary 14 Evacuate if ordered 14 AFTER A MAJOR EMERGENCY/DISASTER PASSES 16 Take specific steps 16 Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 17	Listen to a battery operated radio	14
Shut off utilities if necessary 14 Evacuate if ordered. 14 AFTER A MAJOR EMERGENCY/DISASTER PASSES. 16 Take specific steps 16 Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 17	Disconnect the automatic garage door	14
Evacuate if ordered. 14 AFTER A MAJOR EMERGENCY/DISASTER PASSES. 16 Take specific steps 16 Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 17	Keep your car in the driveway if necessary	14
AFTER A MAJOR EMERGENCY/DISASTER PASSES 16 Take specific steps 16 Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 17	Shut off utilities if necessary	14
Take specific steps16Before you enter your residence16When NOT to enter your residence16When you do enter your residence17	Evacuate if ordered	14
Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 17	AFTER A MAJOR EMERGENCY/DISASTER PASSES	16
Before you enter your residence 16 When NOT to enter your residence 16 When you do enter your residence 17		
When NOT to enter your residence 16 When you do enter your residence 17		
When you do enter your residence17		
Call your Property Manager17	When you do enter your residence	17
	Call your Property Manager	17

Recognize Signs of Disaster Related Stress	18
Handling Disaster-Related Stress	
ORGANIZATIONS THAT CAN HELP	
American Red Cross	19
Federal Emergency Management Agency - FEMA	
Center for Disease Control (CDC)	
Salvation Army	19
http://www.salvationarmyusa.org/usn/www_usn_2.nsf	19
IMPORTANT FORMS & INFORMATION	
EMERGENCY/DISASTER KIT	
PERSONAL EMERGENCY/DISASTER CHECKLIST	
HAZARDOUS HOUSEHOLD ITEMS.	
	

INTRODUCTION

This manual has been prepared to provide Residents with information on how to cope with various emergency/disaster situations. MSRI urges you to read this material and keep it in a convenient location so you can refer to it when needed. In the back of this handbook, you will find useful checklists to help you prepare for any situation.

RENTERS' INSURANCE

We cannot stress this enough – if you do not already have renters' insurance – PURCHASE IT IMMEDIATELY!

Throughout the country every year, there are many disasters – tornadoes, flooding, and fires. You never know when something could happen to your residence. Therefore, obtaining renter's insurance is crucial to handling an emergency or disaster. It is amazing how much money it can take to replace personal belongings. If you do not think so, sit down and make a list of what you own and how much it would take to buy it again. You will find the results amazing.

It is a misconception by many tenants that the property owner's insurance will cover their contents. This is not the case - the owner's insurance covers the structure and certain areas of liability, but it will not include the tenant's personal property.

It is also crucial to review what the various renters' insurance policies cover. Many people think all renters' insurances are the same, but that is far from true. Just like car insurance, they can have a varied and wide range of coverage. Review the insurance to see if it "will replace" your valuables and personal property. Some policies include electronics and jewelry but some do not. Take a complete inventory before purchasing or reviewing a renters' insurance policy before making a decision.

Consider whether the insurance company will offer "actual cash value" (ACV) or "replacement cost coverage" for your belongings. As the name implies, ACV coverage will pay only for what your property was worth at the time it was damaged or stolen. For example, if you purchased a camera five years ago for \$700, it would be worth significantly less today. While you could still need to spend about \$700 for a new camera, your insurance company will pay only for what the old one was worth, minus your deductible. Replacement coverage can make a big difference.

Here are other items to consider:

- Additional living expenses: some policies include payments for living somewhere else when events such as a fire or flood happen in a residence.
- Additional benefits: an example of this is a policy that covers the liability of water-filled furniture.
- Liability protection: although this is standard with most renters' policies today, it is a very
 important item to have if an accident occurs in the residence and the injured party sues you.
- The amount of the deductible: this can vary from policy to policy. It is important to review "what
 if something happens" and how the deductible will affect the outcome.

The Internet is a great source of information where you can find not only insurance companies but also price comparisons. Call different insurance agents to verify your information. Protect yourself - obtain or review your renters' insurance policy today.

FIRES

Because fires are one of the more common emergencies, we are addressing this issue first. Fires are frightening and devastating. They can happen anywhere, both inside and outside of your residence. You can take steps to prevent fires or at the very least, escape safely.

Smoke alarm/detector

The first important step is ensuring that your smoke detector is working. Many people die yearly because they do not ensure their smoke detectors are working. This can save your life and those of your family and friends.

- Check your smoke alarm/detector and do it often!
- <u>Never</u> disconnect a smoke alarm/detector, particularly because it is beeping it can save lives. A beeping smoke alarm generally means that the battery is dead – so replace it immediately.
- Test your batteries at least once a month and when necessary, replace them, even if they also electric.
- If you have replaced the batteries, tested them, and they are still not working, notify the Property Management Company immediately.

If there is a fire

- If there is a fire, stay calm, call 911, keep low, avoid breathing in smoke or gases, and evacuate quickly.
- After you have safely evacuated, contact our office as soon as possible.
- Contact emergency services for aid you will find some emergency services information later in this handbook.

Develop a plan.

- Buy portable fire extinguishers and place around the residence. Keep them current.
- Put important papers and other valuables together so you can quickly take them with you during evacuation if possible.
- Everyone should be aware of what can happen when there is a fire. Plan a meeting or meetings to discuss what can cause fires, how to prevent them, and how to handle them if they occur. Make sure to include all residents, including minors.
- Regularly test the smoke alarm/detector and if it has a battery, replace it when necessary.
- Find different ways for everyone to sound an alarm they can yell, pound on a wall, whistle, etc. Do not just rely on the smoke alarm/detector.
- If someone is hearing impaired, figure out how to alert them, such as vibration, flashing lights, or another method.
- Make sure physically handicapped persons can escape and have assistance.
- Organize critical documents in advance to take if there is time, but be sure every resident knows escaping safely is the most important thing.
- Store important documents/computer files in another location.
- Determine an escape plan from every room in the house if possible, every room should have two means of escape and rope ladders are useful for evacuating upper floors, unless there is a fire escape in the building or outside stairs.

- Make sure everyone knows how to sound an alarm and escape. Practice the escape route in advance.
- If the fire is an outside fire, work out evacuation routes and transportation to escape.
- Post emergency numbers by or on the telephone. Train everyone on how to call 911 and give the correct information if there is time.
- Make a plan where everyone knows to meet after a fire occurs.

Steps to prevent exterior fires

- It is crucial to keep landscape watered all year round. Dry bushes and grasses are fires waiting to happen.
- Keep grasses mowed and trimmed wherever possible to avoid areas that could kindle easily and keep debris picked up. It is particularly important to keep grasses trimmed around the residence.
- Never put hot ashes from a fireplace in a garbage receptacle, on a wood deck or porch, or on any grassy area it only takes a spark to start a major fire.
- Make sure cigarettes are disposed of properly and never toss into dry grass or debris.
- Never store newspapers, boxes, or any other debris against the residence that could easily burn.
- When using a barbecue grill outside, leave sufficient space away from siding and eaves.
- Always supervise a grill until it is cold, and in the case of gas grills, be sure hose connections are tight and check hoses for leaks.
- Never store gasoline near a possible ignition source and never smoke when handling gasoline; store gasoline in proper containers approved by the local or state fire authorities.
- Only start a lawnmower several feet from the residence and away from any area that could possibly ignite, such as dry grass.
- Do not use fireworks around your residence attend a professional fireworks display where you can truly enjoy a spectacular event and avoid a fire.

Steps to prevent interior fires

- Are the stove and oven clean, devoid of grease and debris? Never store items in the oven. Built-up grease can easily catch fire clean it up before it can happen.
- Are you using any frayed electrical cords, power strips, or extension cords? Check small appliances, floor lamps, table lamps, vacuums, hair dryers, curling irons, cords, or any other appliance. If there is a bad cord, discard or replace it.
- Do you leave your appliances running when you leave home? Avoid this habit at all times.
- Do you like to BBQ? Only use grills designed for indoor use if grilling inside. Never use one designed for the outside. Not only could it cause a fire, but also could emit deadly carbon dioxide poisons.
- Do you overload the dishwasher? Items can catch fire if they land on the heating coils.
- Are you aware if you are using too many appliances? Overloaded circuits can cause fires. If your appliances are constantly shutting down, tripping a GFI circuit, or you see blinking lights, you are probably overloading the circuits. Discontinue use when this happens
- Do you use any type of additional heating appliance, such as a space heater? Never place a heating appliance near anything flammable and turn it off when leaving the room or the house. It is advisable to use a heating appliance that will automatically shut off if it tips over or overheats.

- Do you use many candles? If so, determine if the candle placement or the candle itself could cause a fire. Do not leave candles burning unattended, extinguish them when you leave the room, and <u>never</u> burn candles on holiday trees.
- Do you have a fireplace? If so, always be sure the flue is open before building a fire, never load too much wood inside the firebox, use a fire screen at all times, do not place anything flammable too close to the fire, and do not burn anything but the correct wood for the fireplace in the fire – burning trash is dangerous.
- Do you use matches, lighters, or halogen lights? If so, store matches and lighters properly and keep them out of reach of children. Keep halogen lights clear of flammable window coverings, furnishings, low ceilings, and turn off when leaving the house.
- Do you check your holiday lights? Never put up any lights, inside or out, without checking them and discarding any that are not working properly.

POWER OUTAGES

Power outages can cause many problems, so take the following precautions:

Prepare these items in advance

- Portable radio
- Flashlights
- Batteries for radio and flashlights
- Plenty of water
- Supply of non-perishable food

What to do when it happens

- Turn off all electrical equipment that you were using, such as computers, printers, hair dryers, and irons, as soon as possible. There may be a power surge when power comes back on and this can damage electronics and appliances...
- Only use flashlights do not use candles.
- Avoid opening refrigerators and freezers to conserve food as long as possible.
- Do not use a generator inside your residence or garage. If you do have a generator, read the information on the generator on how to use it properly. Generators can cause carbon monoxide (CO) poisoning, which will kill you without warning.
- Only connect equipment to a generator outside the home do not connect the generator to the home electrical system.
- Listen for information on the local radio or the emergency line of your utility provider.

CHEMICAL HAZARDS

Steps to prevent chemical hazards

- Buy only as much of a chemical as you think you will use.
- Keep products containing hazardous materials in their original containers and never remove the labels unless the container is corroding.
- You should repackage and clearly label corroding containers.
- Never store hazardous products in food containers.
- Never mix household hazardous chemicals or waste with other products. Incompatibles, such as chlorine bleach and ammonia, may react, ignite, or explode.
- Take precautions to prevent and respond to accidents:
- Follow the manufacturer's instructors for the proper use of the household chemical.
- Never smoke while using household chemicals.
- Never use hair spray, cleaning solutions, paint products, or pesticides near an open flame (e.g., pilot light, lighted candle, fireplace, wood burning stove, etc.) Although you may not be able to see or smell them, vapor particles in the air could catch fire or explode.
- Clean up any chemical spill immediately. Use rags to clean up the spill. Wear gloves and eye protection. Allow the fumes in the rags to evaporate outdoors, and then dispose of the rags by wrapping them in a newspaper and placing them in a sealed plastic bag in your trash can <u>outside</u>. Do not keep inside the house.
- Dispose of hazardous materials correctly. Take household hazardous waste to a local collection program. Check with your county or state environmental or solid waste agency to learn if there is a household hazardous waste collection program in your area.
- Post the number of the emergency medical services and the poison control center by all telephones. In an emergency, you may not have time to look up critical phone numbers. The national poison control number is (800) 222-1222.

If there is a danger of fire or explosion:

- Evacuate <u>everyone</u> from the residence immediately.
- Do not waste time collecting items or calling the fire department when you are in danger.
- Call the fire department from outside (a cellular phone or a neighbor's phone) once you are safely away from danger. Then notify your property manager as soon as possible
- Be sure to stay upwind and away from the residence to avoid breathing toxic fumes.

Recognize and respond to symptoms of toxic poisoning:

 Difficulty breathing 	 Headache or blurred vision
 Irritation of the eyes, skin, throat, 	 Dizziness
or respiratory tract	 Clumsiness or lack of coordination
 Changes in skin color 	 Cramps or diarrhea

If toxic poisoning symptoms or exposure to a household chemical

- Find any containers of the substance that are readily available in order to provide requested information to medical personnel.
- Later discard contaminated containers when appropriate because many chemicals do not wash out completely dispose of them properly.
- Beware of first aid advice found on containers because it may be out of date or inappropriate.
- Call 9-1-1 if necessary. Follow the emergency operator or dispatcher's first aid instructions carefully.
- Do not give anything by mouth unless advised to do so by a medical professional.

BEFORE A MAJOR EMERGENCY/DISASTER

Take specific steps

We general have it pretty good. We have very few natural disasters, but you never know when you might need to be forearmed with information about the errant tornado or earth quake.

A good source to find information on various natural disaster is from FEMA - <u>http://www.fema.gov/plan/index.shtm</u>

Please review the various natural disasters that may occur and lean the recommended precautions and steps you should take for the appropriate emergency. http://www.ready.gov/natural-disasters

Reminder: obtain renters' insurance

Once again, we want to remind you that the property owner's insurance <u>will not</u> cover your contents. Do NOT wait until it is too late – if you do not have insurance, get it as soon as possible.

Meet with all household members and form a plan

You need a plan for a major emergency/disaster so that when an event occurs everyone knows what to do. Put it in writing and keep it available to everyone in a central part of the home.

Put together an emergency/disaster kit

It is important to have an emergency/disaster kit available so you have the right supplies. There is a list in the last section of this handbook.

Keep non-perishable food and water supplies available

It is important to have food and water available for at least three days. Remember, you may not be able to cook and more than likely, you will lose power. You need food that will not perish and bottled water because the water supply may become contaminated.

Use an emergency/disaster checklist

This will help you prepare a plan. We have a handy checklist located in the last section of this handbook to help you

Create a communication plan

Sit down with your household members and figure out how you will communicate when an emergency or disaster happens. Figure out what members will do if the phone lines are out and even cellular phones are out.

Learn area emergency signals

Most communities have warning signals. Find out what they sound like and what to do after you hear them. Contact the fire department or the local Red Cross for information.

Plan an evacuation route

Figure out several evacuation routes for major emergency/disasters. This will be useful when something happens to avoid unnecessary stress. Educate everyone in your household the evacuation routes.

Plan places to meet

Pick two places to meet. One should be near your home if there is a sudden emergency, like fire. The other should be outside your neighborhood in the event you can not go home.

Have emergency contact numbers

You should have a local one and a contact out-of-state. Then family members, friends, and your management company can contact them to find out how you are and what has happened in your residence. If you have not already done so, contact our company and supply us with your emergency numbers

Keep your vehicles in working condition

It will make evacuation difficult if you do not have reliable transportation. If you have any suspicion that you will have to evacuate, fill up your gas tank. Gas will become a major commodity when an emergency/disaster occurs.

Locate emergency shelters

Contact your local government for shelter in your area. Many churches and schools are set up for emergency/disaster situations.

Prepare for your pets

Many people forget they need to make arrangements for their pets – shelters generally do not take in pets.

- Keep pets inside the home unless you have to evacuate
- Monitor the pets' behavior for signs of stress
- Have emergency food and medicines ready for your pets
- Locate shelters and veterinarians that will accommodate pets
- Plan with family members who will be responsible for evacuating the pets

DURING A MAJOR EMERGENCY/DISASTER

Do not panic; remain calm

It is important to remain calm when an emergency or disaster happens. Panic leads you into unnecessary mistakes.

Take specific steps

A good source to find information is from FEMA -

Only make necessary calls

- Make quick calls as planned to family members, but only those that needed.
- Call 9-1-1 if you really need medical or rescue assistance.
- Although we are concerned for your safety, we ask that you do not call your Property Manager until the danger passes, unless the emergency or disaster is manageable.
- If you do call us, use our emergency line, 706.210.2646 extension 500. Be brief and concise when you leave a message. If we are able to assist you, we will. Please all vendors and emergency services will be handling only the worst-case problems.
- Unnecessary calls will only tie up telephone calls and we will not be able to send out vendors to help you.

Follow your emergency plan

This is the time to put your emergency plan in action. Quickly collect items you will need for evacuation and they should include medical supplies, disaster supplies, necessary clothing, temporary bedding, car keys, and personal records.

Check on neighbors or disabled persons

Don't assume someone is taking care of neighbors or the disabled – they may need your help and not be able to contact you.

Take actions to secure your pets

Follow your plan and make sure that your pets are getting out of the residence or getting the right care. Do not let them roam – they will become disoriented and lost.

Listen to a battery operated radio

There will be emergency/disaster reports – tune into the stations that will give you the most information. Limit radio time to prolong battery life.

Disconnect the automatic garage door

You may need to get your car out quickly – disconnect the automatic garage door in the event you use power.

Keep your car in the driveway if necessary

Depending on the situation, it may be wise to keep your car in the driveway for evacuation.

Shut off utilities if necessary

Shut off the electricity at the main fuse or breaker and turn off the water at the main valve. Unless advised, leave the gas on. Disconnect any propane tanks.

Evacuate if ordered

If you receive an order to evacuate – EVACUATE! Your safety and the safety of members of your household is THE most important thing.

AFTER A MAJOR EMERGENCY/DISASTER PASSES

Take specific steps

A good source to find information is from FEMA - http://www.fema.gov/plan/index.shtm

If forced to evacuate your residence:

- Wait until local officials have declared your area safe
- Above all, use caution.
- Check for all injuries.
 - Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury.
 - If you must move an unconscious person, first stabilize the neck and back, then call for help immediately.
- Keep a battery-powered radio with you so you can listen for emergency updates and news reports.
- Have a battery-powered flashlight ready
 - Note: The flashlight should be turned on outside before entering the battery may produce a spark that could ignite leaking gas, if present.
- Be wary of wildlife, other animals, and if applicable, poisonous snakes
- Use the phone only to report life-threatening emergencies.
- Stay off the streets when possible.
- Watch for fallen objects, downed electrical wires, and weakened walls, bridges, roads, and sidewalks.

Before you enter your residence

 Walk carefully around the outside and check for loose power lines, gas leaks, and structural damage.

When NOT to enter your residence

- If you have any doubts about your safety
- If you think the building is unstable
- If you smell gas
- If floodwaters remain around the building
- If fire damaged the residence and the authorities have not declared it safe

When you do enter your residence

- Enter the home carefully and check for damage.
- Turn on your flashlight before entering do NOT use candles
- Be aware of loose boards and slippery floors.
- If you smell gas, or hear a hissing or blowing sound, open the door and leave immediately. Do not attempt to turn anything off – it could spark an explosion.
- Turn off the main gas valve from the outside, if you can.
- Call the gas company from a neighbor's residence or a cellular telephone.
- If you shut off the gas supply at the main valve, you will need a professional to turn it back on.
- Do not smoke or use oil, gas lanterns, candles, or torches for lighting inside a damaged home until you are sure there is no leaking gas or other flammable materials present.
- Check the electrical system unless you are wet, standing in water, or unsure of your safety.
- If possible, turn off the electricity at the main fuse box or circuit breaker.
- If the situation is unsafe, leave the building and call for help. Do not turn on the lights until you are sure they are safe to use.
- If it looks like the building may collapse, leave immediately.
- If appliances are wet, do not turn them on
- If damaged pipes, turn off the main water valve.
- Check with local authorities before using any water to see if the water is contaminated.
- Do not flush toilets unless you know that sewage lines are safe.
- Throw out all food and other supplies that you suspect may have become contaminated or come into contact with floodwater.
- Open cabinets and be alert for objects that may fall.
- Clean up household chemical spills if safe to do so.
- Disinfect items you suspect are contaminated by raw sewage, bacteria, or chemical
- Call your insurance agent to report damage to your personal items

Call your Property Manager

- Call our management company to report the damage to the property or enter issues through the resident portal at <u>www.msrihomes.com/Resident.html</u>
- Report if you must remain evacuated or if you can move back in
- Remain patient if there is damage vendor services will be swamped
- Keep trying if you cannot get through the telephone lines may still be inoperable

Recognize Signs of Disaster Related Stress

If you have someone in your household who has exhibits any of the following signs, they might need crisis counseling or stress management assistance:

- Difficulty communicating thoughts
- Difficulty sleeping
- Difficulty maintaining balance in their lives
- Low threshold of frustration
- Increased use of drugs/alcohol
- Limited attention span
- Poor work performance
- Headaches/stomach problems
- Tunnel vision/muffled hearing

- Colds or flu-like symptoms
- Disorientation or confusion
- Difficulty concentrating
- Reluctance to leave home
- Depression, sadness
- Feelings of hopelessness
- Mood-swings and easy bouts of crying
- Overwhelming guilt and self-doubt
- Fear of crowds, strangers, or being alone

Handling Disaster-Related Stress

The following are ways to ease disaster-related stress:

- Talk with someone about your feelings anger, sorrow, and other emotions even though it may be difficult.
- Seek help from professional counselors who deal with post-disaster stress.
- Do not hold yourself responsible for the disastrous event or be frustrated because you feel you cannot help directly in the rescue work
- Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, relaxation, and meditation.
- Maintain a normal family and daily routine, limiting demanding responsibilities on yourself and your family.
- Spend time with family and friends.
- Participate in memorials.
- Use existing support groups of family, friends, and religious institutions.
- Ensure you are ready for future events by restocking your disaster supplies kits and updating your family disaster plan.

ORGANIZATIONS THAT CAN HELP

Here are some organizations that will provide emergency services. Check your directory for local telephone numbers or check out the following Internet sites. You should also research churches and shelters that are near your residence.

American Red Cross

http://www.redcross.org/services/disaster/

Federal Emergency Management Agency - FEMA

- http://www.fema.gov/individual/index.shtm
- http://www.fema.gov/assistance/index.shtm

Center for Disease Control (CDC)

http://www.bt.cdc.gov/preparedness/

Salvation Army

http://www.salvationarmyusa.org/usn/www_usn_2.nsf

IMPORTANT FORMS & INFORMATION

On the following pages, you will find these useful forms. Remember these forms are not necessarily complete and are meant to be only a reference. Please also research other sources of disaster preparedness information.

EMERGENCY/DISASTER KIT

Emergency supplies

- Battery-powered radio or television and extra batteries, a NOAA weather radio
- Flashlight and extra batteries
- Matches in a waterproof container
- Shutoff wrench, pliers, shovel and other tools.
- Duct tape, scissors, plastic sheeting
- Fire extinguisher
- Paper, pens, pencils.
- Needles and thread.
- Paper plates, plastic cups and utensils.
- Plastic trash bags
- Hand sanitizer, liquid detergent, towelettes, soap.
- Toilet paper, paper towels
- Chlorine bleach and other disinfectant cleaners

First-aid supplies

- First-aid manual,
- Scissors, sterile bandages, gauze pads, cotton balls, safety pins, latex gloves
- Antibiotic ointment, cleansing agents such as isopropyl alcohol and hydrogen peroxide, germicidal soaps, moistened towelettes
- Needles, tweezers, scissors, thermometer
- Aspirin, anti-diarrhea medication, antacids, syrup of ipecac (to induce vomiting), vitamins

Documents/Information

- Contact number
- Copies of important documents
- Household documents
- Cash or traveler's checks

Your vehicle

- An emergency backpack
- Bottled water

Supplies for temporary shelter

- Blankets, bedding, sleeping bags
- Comfortable clothes and shoes
- Supplies for babies and the elderly
- Supplies for your pets
- Things to do: books, games, toys

Food & Water

• Store bottled water, non-perishable food, and emergency supplies to last at least three days--the longer, the better.

PERSONAL EMERGENCY/DISASTER CHECKLIST

Pre- Emergency/Disaster Checklist: Review and implement this list – it could be a lifesaver.

- Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value
 - Know where the shut off valves are in your residence
 - Keep copies of important papers stored in a safety deposit box
 - Make sure your renters insurance is current at all times
- Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.
- Plan escape routes in the event of fire and inform every resident of the routes, including children
- Teach children how to use 911 or call for other services
- Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence, along with a manual can opener.
- Have a portable radio with plenty of extra batteries and the right kind for the radio
- Bave two or more flashlights with the extra batteries and for the right kind the flashlight
-] Have large long-burning candles and matches available
- Have an adequate first aid kit and replace items when necessary
- Keep your cellular phone charged

Use this list when an emergency/disaster occurs:

- In a gas leak is possible during an emergency/disaster, immediately turn off the gas valve
 Keep your car in the driveway, if it is practical, for any necessary evacuation
- Call 9-1-1 only to access help and NOT to learn news
- Call the office when it is practical, but remember that the company will do what they can to help you, but is not an emergency service. Many repairs will have to wait until the emergency/disaster passes
- Only call people when necessary and have an emergency contact outside your area who can notify other people
 - Limit use of the telephones during emergencies/disaster to avoid overloading the circuits
- Unplug or turn off major lights and appliances such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards
 Leave a single light on to alert you that power is restored
- If you use candles and matches, do it <u>safely</u> you do not want to create another problem
 Limit cell phone usage or use your car to charge batteries
- If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded.
- If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional
- Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water
- Only open freezers and refrigerators when necessary to avoid losing food as long as you can
 - Conserve water and food when disaster occurs
- If you are in a car when power lines fall, remain in the car until you can get help or you are certain that it is safe to do so; then jump clear of the car, not touching any metal.

HAZARDOUS HOUSEHOLD ITEMS

Cleaning Products

Oven cleaners Drain cleaners Wood and metal cleaners and polishes Toilet cleaners Tub, tile, shower cleaners Bleach (laundry) Pool chemicals

Indoor Pesticides Ant sprays and baits Cockroach sprays and baits Flea repellents and shampoo Bug sprays Houseplant insecticides Moth repellents Mouse and rat poisons and baits

Automotive Products Motor oil Fuel additives Carburetor and fuel injection cleaners Air conditioning refrigerants Starter fluids Automotive batteries Transmission and brake fluid Antifreeze

Workshop/Painting Supplies Adhesives and glues Furniture strippers Oil- or enamel-based paint Stains and finishes Paint thinners and turpentine Paint strippers and removers Photographic chemicals Fixatives and other solvents Lawn and Garden Products Herbicides Insecticides Fungicides/wood preservatives

<u>Miscellaneous</u> Batteries Mercury thermostats or thermometers Fluorescent light bulbs Driveway sealer Other Flammable Products

Propane tanks and other compressed gas

cylinders Kerosene Home heating oil Diesel fuel Gas/oil mix Lighter fluid