Use this handbook to help you prepare for emergencies that can happen in our area. Large-scale emergencies may affect everyone, but some people may be at greater risk for worse health outcomes due to physical, mental, economic, and social challenges. Examples of at-risk populations are people:

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

Who are these people? Large-scale emergencies may affect everyone, but some people may be at greater risk for worse health outcomes due to physical, mental, economic, and social challenges. Examples of at-risk populations are people.
Know Who May Be At-Risk

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

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

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

The next pages of this handbook will describe how to do these things to stay healthy before, during, and after a disaster.
Stay informed and follow instructions.
Make a plan and pack a bag.
Stock a cabinet and plan for medical needs.
Plan for pets and service animals.
Get your shots and cover your cough.
Protect yourself from animal and insect bites.
Prevent illness and injury.
  o Avoid carbon monoxide poisoning.
  o Follow safety tips for food and water.
  o Clean up safely.
Get help with managing stress.
Get trained in how to help others.
Fill out a Health Information Card (there are two in this handbook).
Follow Philly response agencies on social media (like Facebook, Twitter and Instagram).
Keep a radio in your home.

• Tune in to radio station KYW 1060 AM or government access cable.

• Listen to local news stations for information about emergencies.

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

Sign up today for notification services.

Sign up online to receive emails and text alerts.

Sign up online to receive emails from the health department at:


Sign up online for ReadyPhiladelphia to receive emails and text alerts about emergencies at: www.phila.gov/ready

The radio should have batteries, solar cells, or a wind-up crank.

You should be able to use the radio when the power goes out.
Follow instructions from government officials. Your local health department, emergency management agency, and elected officials work to keep you safe and healthy.

Here are some examples of instructions you may receive:

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

Stay Informed and Follow Instructions
Make a family communication plan.

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

- Local and out-of-town emergency contacts
- Methods for family members and service providers to communicate
- Important phone numbers, email addresses, and appropriate contact information for each member of your household
- Evacuation meeting places
- Pack a go-bag for evacuation emergencies.

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

Pack a backpack or small suitcase for evacuation emergencies.

Communicate, stay healthy, and be comfortable.
Be sure to include:

- 3-day supply of medications
- List of medications and doctors’ phone numbers
- Small bottle of water
- Ready-to-eat food (such as peanut butter or a granola bar)
- Copies of important documents in a waterproof bag, including:
  - Insurance cards
  - Photo IDs and birth certificates
  - Deeds and proof of address
  - Your communication plan
- Extra set of car and house keys
- Cash in small bills
- Small radio with batteries
- Other items to consider:

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

Make a Plan and Pack a Bag
Keep extra supplies in a cabinet in your home. Only use these when you need to shelter in place.

Be sure to include:

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

Be sure to include:

- Medical equipment
- A copy of your child’s care plan
- Special dietary foods or supplies
- Comfort items like special toys or blankets
- An AC adapter for your car to charge medical equipment
- An extra medical alert bracelet

Other items to consider:

- Extra batteries for medical equipment
- Back-up chargers for devices
- Extra medicines and medical supplies (such as needles and bandages)
- Cooler and ice packs for keeping insulin and other medicines cold

Stock a Cabinet and Plan for Medical Needs
Many people with functional needs depend on service animals to help them with their activities of daily living. Plan for how your animals will be cared for in an emergency:

- Service animals are allowed in emergency shelters for people. Your local emergency management agency will provide information about sheltering for pets.
- Talk with at least two friends or family members who will provide information about sheltering for pets.
- If you cannot get home, arrange for them to check on or care for your pet.

For more tips, visit these websites:

- redpawemergencyreliefteam.com
- www.aspca.org/pet-care/disaster-preparedness
- www.pasart.us
- www.avma.org/disaster
Add these supplies to your kits if you have pets or service animals.

Be sure to include:

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

Plan for Pets and Service Animals
Take care of your health throughout the year:

- Get an annual physical exam.
- Stay home when you are sick.
- Cough or sneeze into your shoulder, elbow, or tissue.
  - Before you touch anyone’s hands or food.
  - After you cough or sneeze, and
    - Wash your hands often. Wash them after you use
    - Prevent the flu.
  - Get your flu shot every year. It’s the best way to
    - preveint diseases, cough, measles, mumps, and other preventable
    - Protect yourself and your family from whooping
- Stay caught up on all of your vaccinations.
Do these things when instructed by health officials:

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

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

- Visit this website:
  - https://healthymindsphilly.org/en/screening

- Follow instructions to:
  - Take an online screening
  - Find a community event with in-person screenings
  - Find a behavioral health screening kiosk

Get Your Shots and Cover Your Cough
Prevent rabies. Protect yourself from animal bites.

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

In Philadelphia:
• Call (215) 685-6748 to report animal bites.
• Call (267) 385-3800 to report wild, vicious, or stray animals.
• Call (215) 685-9000 to report rodents.
Prevent West Nile Virus and other diseases.
Protect yourself from mosquito bites.

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

In Philadelphia: Call (215) 685-9000 to report mosquito problems.
Avoid carbon monoxide (CO) poisoning.

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

Keep food and water safe after a disaster or emergency.

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

Avoid carbon monoxide (CO) poisoning.
Clean up safely after storms and flooding.

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

- For more information about cleaning up mold (like how much bleach to use) visit: [https://www.cdc.gov/mold/cleanup.htm](https://www.cdc.gov/mold/cleanup.htm)
It’s normal to have a wide range of reactions after a disaster or traumatic event. For most people, these reactions are a part of the normal coping and recovery process and will lessen with time.

These are some common reactions:

- Feelings of guilt and self-doubt
- Problems sleeping or sleeping too much
- Feelings of hopelessness or helplessness
- Problems with eating or changes in appetite
- Problems with mood swings or easy bouts of crying
- Changes in work or school performance
- Problems communicating or concentrating
- Problems in relationships with friends or family
- Increased use of drugs/alcohol
- Physical symptoms (stomach problems, headaches)
- Increased anxiety

Younger children may have bedwetting, sleep problems, or separation anxiety. Older children may display anger, aggression, problems in school, or separation anxiety. Children may demonstrate fears, sadness, or behavioral changes after a disaster if they have only seen or heard about the disaster on TV.

Children may experience stress even if they have only seen or heard about the disaster on TV. Children may experience stress even if they have only seen or heard about the disaster on TV.
Seek professional help if reactions interfere with your ability to live, work, relax, and play.

Crisis Hotlines (available 24/7):

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

Non-Emergency Phone Numbers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Philadelphia Dept. of Behavioral Health and Office of Addiction Services</td>
<td>(215) 685-5400</td>
</tr>
<tr>
<td>Philadelphia Office of Intellectual Disability Services</td>
<td>(215) 685-5900</td>
</tr>
<tr>
<td>Community Behavioral Health (CBH) Member Services (24/7)</td>
<td>(888) 545-2600</td>
</tr>
<tr>
<td>Philadelphia Homeless Outreach Hotline</td>
<td>(215) 232-1984</td>
</tr>
</tbody>
</table>

Get Help with Managing Stress
Find out how to help your community. Sign up for a training.

Volunteer to help respond to public health emergencies.

Get trained in emergency preparedness.

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

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

Volunteer to help respond to public health emergencies.

Visit the Philadelphia Medical Reserve Corps (MRC) website:

http://bit.ly/PhillyMRC

Visit the Philadelphia Medical Reserve Corps (MRC) website:

http://bit.ly/PhillyMRC

Get trained in emergency preparedness.

Visit the Philadelphia Office of Emergency Management (OEM) website:

www.phila.gov/ready

Visit the City of Philadelphia Mental & Physical Health website:

http://bit.ly/PhillyNaloxoneTraining

• Naloxone is a prescription medicine that reverses drug overdose deaths.

Be sure to ask about accessibility when registering for training.

Be sure to ask about accessibility when registering for training.
**Get trained** in hands-only CPR (cardiopulmonary resuscitation).

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

**Get trained** in how to prevent deaths from blood loss.
**Visit** the National Stop the Bleed campaign website:
www.bleedingcontrol.org

**Sign Up** for a Stop the Bleed training.
Email Nora Kramer at: nora.kramer@jefferson.edu
or call (215) 503-7201 or (215) 955-4960

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

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

Get Trained in How to Help Others
Be prepared wherever you are.

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

First responders will look in your purse or wallet to find out:
• Who you are
• Any medical conditions you have
• Who to contact in an emergency

Keep one card in your wallet or purse.

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

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

Visit the Health Information Card website:
http://bit.ly/HealthInfoCards
# Health Information Cards

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

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

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<table>
<thead>
<tr>
<th>ABOUT YOU</th>
<th>Allergies (medicine, food or other):</th>
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<tbody>
<tr>
<td>Name:</td>
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<tr>
<td>Phone:</td>
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<tr>
<td>Address:</td>
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<tr>
<td>Birth Date:</td>
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<td>Blood Type:</td>
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<td>Primary Language Spoken:</td>
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| Medical Conditions (such as asthma, diabetes, epilepsy, heart condition, high blood pressure, lung problems, kidney disease, chronic hepatitis, HIV infection): |
| Special Needs (hearing, speaking, seeing, moving): |
| Special Equipment / Supplies / Other Needs: |

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<tr>
<th>EMERGENCY CONTACTS</th>
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<tbody>
<tr>
<td>1st Emergency Contact</td>
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<tr>
<td>Name:</td>
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<td>Phone:</td>
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<tr>
<td>2nd Emergency Contact (someone who lives out of town)</td>
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<tr>
<td>Name:</td>
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<tr>
<td>Phone:</td>
</tr>
<tr>
<td>E-mail:</td>
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| Other Important Numbers (doctor, service providers): |

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IN AN EMERGENCY:

- Follow your emergency plan and instructions from local officials.
- Keep this important information with you.
- Take medicines and important supplies with you if you have to leave your home.
## YOUR MEDICINE RECORD

- Write all of the prescription drugs, over the counter drugs, vitamins, herbal supplements that you take. ■ Keep this list up to date (cross out medicines you no longer take).
- Fill it out with the help of your doctor, pharmacist or other care provider. ■ Take your medicine how it is prescribed. ■ Prepare to take medicine with you in an emergency.

<table>
<thead>
<tr>
<th>MEDICINE</th>
<th>DOSE</th>
<th>WHEN DO YOU TAKE IT?</th>
<th>PURPOSE</th>
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<tbody>
<tr>
<td>Name of medication and strength</td>
<td>How many pills, units, puffs, drops per dose?</td>
<td>How many times a day? Morning &amp; night? After meals?</td>
<td>Why do you take it?</td>
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Follow these local response agencies on social media. Use your smart phone camera to scan these QR codes (you may need to download an app first). You can also type the blue text into your browser.

Philadelphia Office of Emergency Management (OEM) Facebook
Philadelphia Department of Public Health Facebook
PDPH Philly Health Prepared Facebook

Philadelphia Office of Emergency Management Twitter
Philadelphia Department of Public Health Twitter
PDPH Philly Health Prepared Twitter

Find out more about preparing yourself for emergencies. Visit these websites:

- https://www.cdc.gov/disasters/index.html
- www.phila.gov/ready
- https://www.cdc.gov/flu/protect/habits/index.htm
Keep These Phone Numbers Handy

All About Me

My name:

The best way to communicate with me:

What objects MUST leave with me:

<table>
<thead>
<tr>
<th>Emergency Numbers</th>
<th>Non-Emergency Numbers</th>
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</thead>
<tbody>
<tr>
<td>Life-Threatening Emergencies: 911</td>
<td>City Services: 311 or (215) 686-1776</td>
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<tr>
<td>Poison Control Center: (800) 222-1222</td>
<td>Referrals to Human Services: 211 or (866) 964-7922</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Cell Phone</th>
<th>Work/School Phone</th>
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</thead>
</table>