

GUIDE

Citizens' Preparedness



“First boots on the ground? You, the citizen!”

In the first twelve hours after Hurricane Katrina made landfall, several of us were in Governor Barbour’s office fielding questions about how we would cope with this unthinkable disaster unfolding before us.

“How are we going to handle this? How can we possibly recover from this?” he asked. I told him, “Our citizens. You can bet right now that our citizens, the people in our communities and neighborhoods, are out doing what they do best – helping each other, working together to get things back to normal.” Katrina is by far the worst natural disaster we have experienced. I remember floating in a Jon boat in 6 feet of water along side fire fighters and law enforcement officials evacuating elderly citizens from a high rise apartment. Right beside us...citizen volunteers out in force helping in any way they could. In some of the camp grounds we visited, there were already Community Emergency Response Team (CERT) volunteers from around the region providing logistical resources to the victims and the professional rescuers. In my 30 years in public safety, every time there is a disaster, the first boots on the ground are the citizens – the volunteers.

In the Mid-South, we are acutely aware of our proximity to the New Madrid fault with the strong possibility that we will experience a deadly earthquake. The recent catastrophic quakes in Haiti and Chile remind us that everyone is vulnerable. And since May 2010, we continue to build back our neighborhoods and roads destroyed by the historic flooding in Shelby County.

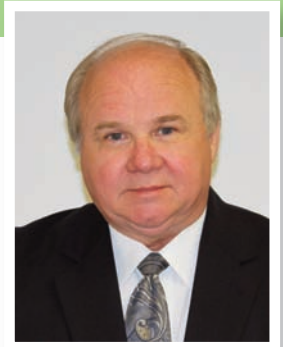
However, during emergencies, we are fortunate to have a strong volunteer spirit ... a willingness to help neighbors. In particular, our faith-based community steps up every time disaster strikes by offering shelter, food, and spiritual care for evacuees and victims. Keep in mind that in any disaster, volunteers will want to help. When properly trained and kept involved in their community disaster plans, they become an invaluable resource – a tremendous value added. It becomes a partnership. I believe there is no stronger partnership than that between government and our citizens in the neighborhoods.

The Shelby County Office of Preparedness HSL/EMA/UASI is dedicated to ensure our county is prepared for all man-made and natural disasters 24 / 7 / 365. Our team writes the county-wide disaster plans and then regularly practices the plans by way of drills and exercises involving local, regional, state and federal agencies. We provide an Emergency Operations Center, which is the gathering place for emergency managers and public officials to work together during the disaster. We ensure resources are available and ready to distribute throughout the county through our Homeland Security division. In addition to these ongoing tasks, we spend an enormous amount of time and energy reaching out to the public by offering preparedness training through the CERT program and providing educational speakers to community gatherings and events. We are an all-hazards agency with four integrated missions – **prevent, protect, respond and recover**. If we are successful in these missions, we are moving towards preparedness. **To help fulfill our missions, we need your help**. We encourage every citizen to partner with us by volunteering for one or more of the Shelby County Citizen Corps programs which include CERT, Medical Reserve Corps, VIPS (Volunteers in Police Services), USAonWatch, Fire Corps, and Power Squadrons. Get involved and get trained to help yourself and others during emergencies. There are more of you in the neighborhoods than there are of us in emergency services. Work with us to get prepared now. I can’t think of anyone I would rather partner with than you, our citizens.

Sincerely,



Bob Nations, Jr., Director
Shelby County Office of Preparedness HLS / EMA



Director Nations greets volunteers who served at the Shelby County Warming Tent

Why get ready?

What will happen here?

Disasters are not predicable. We do not know when the next emergency will happen, where it will happen or who it will affect. It is simply human nature to become complacent the further away we move from the last major disaster. Taking steps to make preparedness a part of your lifestyle just may save your life.

During disasters, emergency services will be spread thin as they strive to do the greatest good for the greatest number. They cannot be in every neighborhood. Citizens may be on their own for a period of time. It is vitally important for everyone to be personally prepared and learn how to survive until professionals arrive on the scene.

Who do you want to be in the next disaster? The victim, waiting to be rescued or the leader in your neighborhood who is trained and prepared to survive? There are no limits to how you can prepare and train for emergencies. The choice is yours.

Take a moment to list those things that are important in your world.....family, friends, home, work, pets, and church. What are you willing to do to protect ***your world*** in a disaster? Every citizen, regardless of age, economic status, or physical ability, can get prepared. Being proactive can reduce fear and anxiety as well as lessen the impact the event has on your family and your community. Every citizen is part of a larger emergency management system. Know the risks and threats in your area and educate yourself on what to do before, during and after a disaster. It's easy to prepare.... remember to do three simple things...

***Get a Kit.
Make a Plan.
Stay Informed.***

Ice Storm 1994



Photo courtesy of Roger Cotton

Downtown Fires 2006



Flooding 2010



Photo courtesy of Sammy Crews

Hurricane Elvis 2003



Tornadoes 2009



Photo courtesy of Sandra Mathias

GET A KIT!

When disaster strikes, you may not have access to supplies. What resources will you need to survive? Create a “go kit” for home, work and auto with enough supplies to sustain your family and pets for at least 7 days.

- Engage all family members to help.
- Keep supplies in airtight, clear plastic bags.
- Kits should be lightweight and portable.
- Store kits in a warm, dry place, and in an easily accessible location.
- Kits must be maintained and checked regularly.



Dana, Madison, Scott, and Evan Alford of Bartlett make a family “go kit”.

MAKE A PLAN!

- Meet with your family to decide the actions to take for every disaster.
- Decide on two places to meet if separated: One outside the home and one in your community.
- Designate an out-of-state contact to call for check-ins after the disaster.
- Find alternative routes to and from home, work, and school.
- Program **ICE (in case of emergency)** contacts into cell phones. Example: ICEBOB.
- Complete FEMA’s “Emergency Financial First Aid Kit.” Send a copy to an out-of-state contact.
- Perform a business risk assessment. Create a continuity and emergency plan.
- Write out your family and business plans and practice with annual drills.

STAY INFORMED:

The Office of Preparedness suggests these methods to stay informed:

ALERT FM:

Messaging system allowing citizens to receive emergency alerts directly from the Office of Preparedness.



Seniors & Special Needs: Create A “Buddy” Network!

- Share with a buddy how you will evacuate, where you will go and location of emergency supplies.
- List your medical issues, medications, diet, and medical devices. Copy the documents for your buddy.
- Provide a key to your home for your buddy.
- Arrange for alternative transportation.
- Teach your buddy how you communicate (sign language or Braille).

Outdoor Warning Sirens:

When sirens are activated, go inside, tune in to TV, radio or ALERT FM. Follow instructions.



NOAA Weather Radio:

All homes, businesses and autos should have a NOAA weather radio with battery back-up.



Emergency Alert System (EAS):

The National Weather Service activates the EAS locally about severe weather events.



“GO KIT” SUPPLY LIST:

- drinking water, one gallon per person per day
- nonperishable foods
- mess kit, utensils, manual can opener
- flashlights, batteries, lightsticks
- metal whistle
- duct tape, plastic sheeting
- garbage and ziploc bags, plastic ties
- cell phone, charger
- kitty litter, rock salt, gravel
- tent, sleeping bag, thermal blankets
- local street maps, compass
- cash, small bills
- extra set of keys
- eye glasses, contact lenses and solution, sunglasses
- propane heater, wood for fireplace
- ABC fire extinguishers
- battery-powered NOAA weather radio, ALERT FM, or TV
- hard hat, helmet, goggles, dust masks, reflective vest
- large first aid kit
- blank note cards, disposable camera, black magic markers
- soap, washcloths, deodorant, shampoo, toothbrush, bleach
- 5 gallon bucket/lid, plastic liners, toilet paper
- lightweight layers of clothing, poncho, hat, scarf, boots, gloves

EMERGENCY CONTACTS: fire, police, healthcare, family

TOOLS: wrench, saw, wire, twine, pocket knife, shovel, crow bar

PET NEEDS: photos, food, water, medications, Vet records, toys, leash, carrier

CHILDREN NEEDS: infant formula, diapers, toys, books, puzzles, games

SPECIAL NEEDS: medications, hearing aid/wheelchair batteries, oxygen, walker

HOUSEHOLD INVENTORY: photos of possessions, family, pets; serial numbers, security information

FINANCIAL: wills, deeds, birth certificates, social security numbers, tax records

MEDICAL: insurance, Medicare cards, medical records



PREPAREDNESS TIPS:

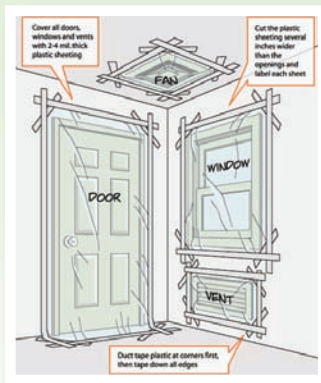
- Know which disasters are likely to occur in your area.
- Check on family, friends, and neighbors. Create a "buddy" system for the elderly, special needs, and pet owners.
- Use a flashlight, never a flame, to inspect damages.
- Weatherstrip doors and windows. Keep storm windows up year round.
- Bolt down water heater, appliances, tall furniture to wall studs.
- Install flexible pipe fittings.
- Have alternative heat sources in a well ventilated area.
- Know how to shut off gas, water and electrical.
- Maintain autos (full tank, regular tune ups). Add antifreeze in cold temperatures.

Stay or Go? Shelter-in-Place or Evacuate

- When disaster strikes, you may be required to stay where you are or leave immediately with little notice.
- The amount of time you have to prepare depends on the hazard.

Shelter-in-Place:

- Bring everyone indoors, including pets, into the most interior room.
- Close off unused rooms.
- Shut and lock doors and windows.
- Seal windows, doors and vents with plastic sheeting and duct tape.
- Turn off ceiling fans and central air units.
- Fill bath tubs and sinks with clean water.



Evacuation:

- Gather the family and pets into one vehicle if possible.
- Close and lock doors and windows.
- Unplug electrical equipment.
- Let others know where you are going.



WEATHER TERMS:

Advisory: weather conditions may present a hazard, but do not meet the warning criteria.

Watch: inclement weather is predicted or conditions are favorable. Be prepared to take action.

Warning: inclement weather is imminent with possible danger to life and property. Take shelter!

When Thunder Roars, Go Indoors!

Straight-line Winds: thunderstorm winds not associated with rotation.

Thunderstorm: a rain shower with thunder.

Severe Thunderstorm: hail 3/4 inch or greater, winds in excess of 57.5 mph, or a tornado.

Lightning: an atmospheric discharge of electricity with thunder.

- Avoid open areas, don't be the tallest object in the area.
- Do not seek shelter under bridges or underpasses.
- Avoid pools, tubs, showers, metal fences.
- When outside, go into a sturdy building. If no building available, lie flat in a dry ditch.
- If in a car or mobile home, get out, and head for safety.
- When indoors, head to a "safe room" (basement or interior room on the lowest level with the most walls surrounding it.)
- In a high-rise, go to a small interior room or hallway on the lowest floor.
- Stay off corded phones, computers and electrical equipment.



- Stay away from windows, doors and outside walls.
- If hit by lightning, call 911, start CPR if victim is unresponsive. Use an AED if available.

Winter and Ice Storms:

Freezing Rain: rain that freezes when it hits the ground.

Sleet: rain that turns to ice pellets before hitting the ground.

Wind Chill Index: Perceived temperature to the human body, combination of air temperature and wind velocity.



- Drip water from faucets to keep pipes from freezing.
- Wear light layers of clothing, a hat, mittens and a scarf to cover your mouth.
- Maintain ventilation if using kerosene heaters and generators.
- Avoid overexertion when shoveling snow.
- Watch for signs of frostbite and hypothermia. Seek medical attention if needed.
- If you must drive, travel by day, don't travel alone, stay on the main roads.

Heat Kills!

Heat Wave: Prolonged period of excessive heat and humidity.

Heat Index: A number in degrees that tells how hot it feels when relative humidity is added to air temperature.

Heat Cramps: Muscular pains and spasms due to heavy exertion.



Reserves deliver AC units to elderly residents.

Heat Exhaustion: Occurs when people over exercise in a hot, humid place. Body fluids are lost by heavy sweating.

- Stay indoors. Spend the warmest part of the day in a public building - library, mall, community center.
- Drink plenty of water.
- Dress in loose-fitting, lightweight, light-colored clothes that cover as much skin as possible. Wear a hat.
- Never leave children or pets alone in closed vehicles.
- Avoid strenuous work during the warmest part of the day. Take frequent breaks.

Turn Around, Don't Drown!

Flooding is deceptively dangerous. 6 inches of flood waters causes unstable footing. 2 feet of floodwater can sweep away a car.

Flash Flood: A rapid flow of water trapped in low-lying areas, caused by heavy rains occurring in six hours or less.

Major Flood: When two or more acres of dry land are covered by water due to broken levees, clogged drains or heavy rainfall.

- Do not walk or drive through flood waters, instead Turn Around Don't Drown!
- Go to higher ground and avoid areas subject to flooding.
- Turn off utilities at main power switch.
- If water rises in your home, go to the top floor, attic, or roof.
- If you touch flood waters, wash hands with soap and water.



**Get a Kit.
Make a Plan.
Stay Informed.**

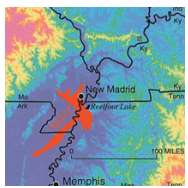
Duck, Cover and Hold during Earthquakes!

Aftershock: a quake of similar or less intensity after the main earthquake.

Fault: a fracture across which displacement occurs.

Epicenter: the place on the earth's surface above where the earthquake rupture began.

Magnitude: energy released during the quake, computed from the amplitude of seismic waves.



- Duck, cover, and hold during a quake.
- Store breakables on low shelves or in cabinets that fasten shut.
- If indoors, stay put until the shaking stops. Don't use an elevator, use the stairs.
- If outdoors, find a clear area, drop to the ground away from buildings, power lines, and trees.
- If in a vehicle, pull over to a clear area, avoid bridges and overpasses. Keep seat belt on.

Terrorism:

Terrorism: The use or threatened use of violence to cause political change.

- Weapons of choice are Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE). Government buildings, airports, large cities and landmarks are prime targets.
- Be aware of your surroundings at all times.
- If something seems suspicious, leave immediately! Call 911.



- Do not leave luggage unattended.
- Report suspicious mail.
- Know where emergency exits are in buildings you frequent.

Fire! STOP, DROP and ROLL!

- Install smoke alarms on every level of your home, outside bedrooms, top of stairs.
- Call 911 before attempting to fight a fire.
- If clothes catch fire, Stop where you are, Drop to the Ground, Roll to get flames out.
- Never use gasoline or flammables indoors.
- Install ABC fire extinguishers on each level of your home and one in the garage.



Pandemic Flu

Influenza or Flu: A contagious respiratory disease spread person to person by coughing and sneezing.

Seasonal Flu: Mild to severe flu viruses occurring every year affecting 5 - 20 % of the population.

Epidemic: A rapid spread of the disease affecting many in the community at the same time.

Pandemic: Outbreak of a disease affecting many at the same time throughout the world.

- Wash hands often with soap and water or use an alcohol-based hand sanitizer.
- Cover nose and mouth with tissue or sleeve when coughing or sneezing.
- Stay home when symptoms include fever, sore throat, headache, coughing, sneezing, muscle aches, nausea and vomiting. Seek medical attention if symptoms persist.

Office of Preparedness Initiatives

Community Emergency Response Team (CERT):



CERT training educates citizens about disaster preparedness. Students learn team organization, light search and rescue techniques, medical triage and first aid, and fire suppression. CERT gives citizens the skills and confidence they need to survive disasters. **CERT on the Go**...bringing disaster preparedness to your neighborhood or business to create CERT teams in Shelby County. 12 graduates living in the same zip code or working in the same company create a "team" who can deploy locally during disasters. CERT is free - everyone is welcome! To register call 901.515.2605 or go to www.staysafeshelby.us.



Speakers' Bureau:

The Office of Preparedness provides guest speakers to community groups, churches, schools and neighborhoods. To schedule a disaster preparedness presentation please call 901.515.2605.

Emergency Operations Center (EOC):

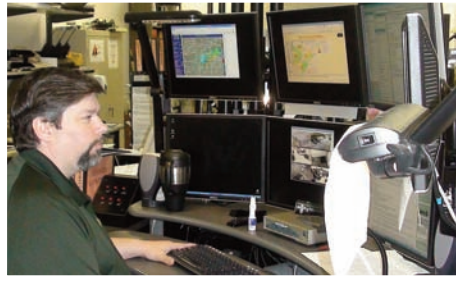
The "EOC" houses an all-hazards resource agency responsible for gathering, documenting and disseminating emergency information. During disasters, Director Bob Nations, Jr. may activate the EOC by calling in emergency managers and city and county leaders as the 16 "Emergency Support Function" representatives make crucial decisions about the event or "mission."



Charlie Bryant, Tennessee Emergency Management Agency Assistant Director, Mark H. Luttrell, Jr., Shelby County Sheriff, Bob Nations, Jr., Shelby County Office of Preparedness Director, and Craig Fugate, Federal Emergency Management Agency Administrator, meet at the EOC after the May 2010 floods.

EOC Dispatch:

Fielding thousands of calls annually, the Dispatch area is the communications hub of the agency 24/7. Highly-trained Operations Officers man two state-of-the-art consoles communicating with multiple city, county and state agencies.



Eugene Jones, Communications Officer

Homeland Security / Urban Area Security Initiative (UASI):

Representatives from six surrounding counties meet monthly to plan the best use for Homeland Security / UASI funds. The participating counties include Shelby, Tipton, Fayette and Lauderdale in Tennessee, Crittenden in Arkansas and Desoto in Mississippi. The UASI is a U.S. Department of Homeland Security designated urban area. Equipment needs, training and exercises are planned to enhance the urban area's emergency response to disasters.



UASI Communications Workshop

Planning:

The Planning section is responsible for writing the Shelby County Basic Emergency Operations Plan (BEOP). The agency engages local, state and federal agencies to regularly test these emergency plans using drills and tabletop exercises to ensure that the community is able to handle disasters. The BEOP is rewritten every four years.

Mobile EOC:

In 2010 the Office of Preparedness built a new 36 x 8 foot Mobile Emergency Operations Center, "MEOC." Pulled by a Freightliner FL60, this communications command center duplicates the services provided by the EOC on Avery Avenue. The MEOC is also utilized as a meeting place for emergency officials at the disaster scene.



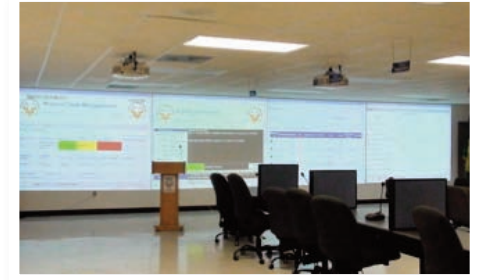
Tommy Thompson with the MEOC

Outdoor Warning Sirens:

Sirens are the most effective method to warn a large population about severe weather and other emergencies. Shelby County's 178 sirens are tested on Wednesdays at 3:30 p.m.; Collierville, Bartlett, and Germantown test sirens Saturdays at 12:00 p.m. if there is no inclement weather.

Web EOC:

Innovative communications software, "Web EOC," is being integrated into the Emergency Operations Center. This customized, real-time information gathering system enhances communications during disasters by simultaneously displaying weather maps, traffic, electrical power outage grids and live feeds from the disaster scene.



ALERT FM:

Citizens can now receive emergency notifications directly from the Office of Preparedness with ALERT FM receivers. Messages may include weather warnings, school closings, homeland security notices and evacuations.

EOC Work Stations:

The EOC has been reconfigured with customized, adjoined work stations separated by acoustical barriers and outfitted with microphones to record briefings from each Emergency Support Function.



Bullex Extinguisher:

The Bullex BullsEye Fire Extinguisher is used to teach CERT fire suppression safely in locations disallowing outdoor burning. The Bullex simulates the size and feel of a real fire extinguisher as students aim a water-filled extinguisher at a digital flame on a large LED screen.



Citizen Corps:

Every citizen can do something to make their community safer through personal responsibility and service. The Shelby County Citizen Corps Council meets monthly to plan the training and volunteer opportunities that will lead to a stronger, safer community able to respond to disasters. Programs include: CERT, Medical Reserve Corps, USAonWatch, Volunteers In Police Services, Fire Corps and Power Squadrons. Contact citizen corps@shelbycountyn.gov for more information.

Reserves:

As the volunteer support arm of the agency, the Reserves serve as certified CERT instructors, public speakers and amateur radio operators. Reserves also respond to the EOC during activations. If you are interested in serving your community, applications can be found at www.mscema.org.



Cheryl Yarbro with Reserve Officers Ned Savage, Ken Brown, Sandra Mathias, Willie Hollinger

EMERGENCY AND NON-EMERGENCY CONTACT NUMBERS:

Police, Fire, Ambulance, Bomb Squad 911(Emergency Only)
 TTY (Hearing Impaired) 901.324.5678

FIRE

Shelby County Fire
 (Arlington, Lakeland, Shelby County) 901.379.7070
 Bartlett Fire 901.385.5536
 Collierville Fire 901.457.2400
 Germantown Fire 901.754.7268
 Memphis Fire 901.458.8281, TTY 901.324.5678
 Millington Fire 901.872.7851

LAW ENFORCEMENT

Shelby County Sheriff's Office
 (Arlington, Lakeland, Shelby County) 901.379.7625
 Bartlett Police 901.385.5555
 Collierville Police 901.853.3207
 Germantown Police 901.754.7222
 Millington Police 901.872.3333
 Memphis Police 901.545.2677, TTY 901.543.2709

EMERGENCY MANAGEMENT

Shelby County Office of Preparedness HLS/ EMA 901.515.2525

OTHER

Memphis Light, Gas and Water 901.528.4465 (emergencies)
 Memphis and Shelby County Health Department 901.544.7583
 TDOT/HELP Truck 901.537.2988
 Tennessee Department of Transportation 1.877.244.0065
 Poison Help Hotline 1.800.222.1222

SHELBY COUNTY OFFICE OF PREPAREDNESS HLS/EMA/UASI STAFF:



Left to right standing: Bob Nations, Jr., Director, Mike Brazzell, Grants / Planning / Logistics / Operations, David Cox, Grant Accountant / CPA, Levell Blanchard, Deputy Administrator, Jackie States, Communications Planner, Patrina Chambers, Grant Coordinator, Johanna Harrell, Grant Monitor / Procurement

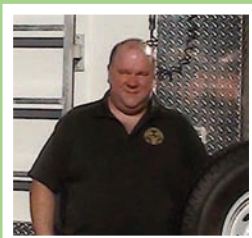
OUR MISSION: *The Shelby County Office of Preparedness HLS/EMA/UASI, which includes grants and program administration, provides assistance to the Shelby County Urban Area Security Initiative (UASI) by allocating the resources for planning, equipment, training and exercises. Our office partners with local jurisdictions to **prevent, protect, respond and recover** from all-hazard threats, natural or man-made.*



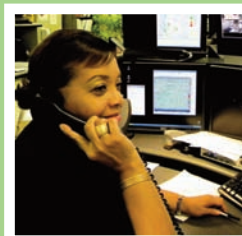
Linda Benson, Secretary



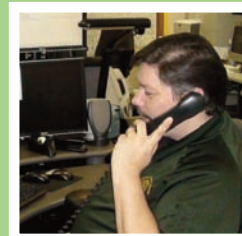
Cheryl Yarbro, Manager of Operations / Training / Reserve Coordinator



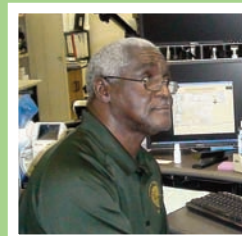
Walter "Tommy" Thompson, Special Projects / Outdoor Warning Siren Coordinator



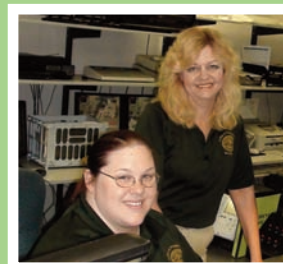
Vida McCray-Smith



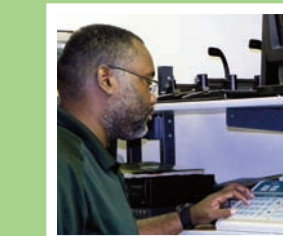
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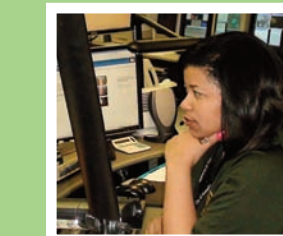
Charles Stewart



Heidi Bartosch (standing) and Misty Haley



Keith Butler



Toni Hayes

RESOURCES:

**Shelby County Office of Preparedness
 HLS / EMA**
www.staysafeshelby.us

Shelby County Tennessee
www.shelbycountyttn.gov

Federal Emergency Management Agency
www.fema.gov

Ready.gov
www.ready.gov

Citizen Corps
www.citizencorps.gov

Ready Shelby
www.readyshelby.org

ALERT FM
www.alertfm.org

**Humane Society of Memphis
 & Shelby County**
www.memphishumane.org

Local Emergency Planning Committee
www.msclpc.org

**Center for Earthquake Research
 & Information**
www.ceri.memphis.edu

Center for Disease Control & Prevention
www.cdc.gov

United States Geological Survey
www.usgs.gov

American Red Cross
www.redcross.org

FloodSmart
www.floodsmart.gov

National Fire Prevention Association
www.nfpa.org

Homeland Security
www.state.tn.us/homelandsecurity

Tennessee Emergency Management Agency
www.tnema.org

Tennessee Department of Transportation
www.tdot.state.tn.us

National Weather Service
www.nws.noaa.gov

American Radio Relay League (ARRL)
www.arrl.org

Environmental Protection Agency
www.epa.gov

Emergency Alert System
www.fcc.gov/pshs/services/eas/

COMMUNICATIONS OFFICERS: