

SHELBY COUNTY OFFICE OF PREPAREDNESS ENEWSLETTER



FEATURE

Give Thanks and Prepare!

Give Thanks and Prepare for Winter!

Thanksgiving brings the promise of family gatherings, good food, fellowship, and a welcome respite from work. The season also ushers in unpredictable weather events. The holidays are a good time to meet with those we care most about and discuss our family preparedness plans.



Following these four simple steps will keep you prepared and your family safe:

1. Learn the risks: High winds, tornadoes, flooding, frigid temperatures, freezing rain, snow and sleet, hazardous material releases, power outages, fires, and terrorism

2. Create an emergency kit for home, work and auto to sustain you and your pets for at least seven days to include:

- flashlights and batteries
- ALERT FM and NOAA weather radio
- sand or cat litter (for traction)
- blankets, warm clothing
- eye glasses or contact lenses
- first-aid kit and medications
- bottled water and non-perishable food
- tools: shovel, wrench, pocket knife, crow bar

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- cell phone and charger
- personal protective equipment: helmet, gloves, mask, goggles, boots, reflective vest, whistle
- cash
- copies of documents: insurance, medical, identification, photos
- infants: diapers, formula, medications, toys
- pets: food, water, permanent ID, leash, carrier
- special needs: oxygen, wheelchair battery, hearing aids, medications

Add the following to your winter auto emergency kit:

- road maps, GPS
- tow rope
- ice scraper
- emergency flares, emergency blankets
- red flag, HELP OK signs

3. Make a Plan:

- Stay on top of the weather and only travel during the day if possible. Let others know your route and estimated time of arrival
- Winterize autos with a through tune-up. Check wipers, tires, antifreeze, hazard lights, brakes. Keep gas tank full at all times
- Winterize your home with added insulation. Wrap or insulate exposed pipes. Have a secondary heat source (fireplace or propane heater). Make sure smoke alarms are working. Have an ABC fire extinguisher for every floor
- Create a communications plan with your family as to who they will call and where everyone will meet if you become separated
- Program ICE (in case of emergency) phone numbers into everyone's cell phones

4. Stay Informed: Have an ALERT FM and NOAA weather radio with a battery back-up and tone alert with you at all times. Heed the weather advisories, watches, and warnings. Know how to evacuate or shelter-in-place at a moment's notice.

We are thankful this season to have the citizens of Shelby County on our preparedness team. **Wishing you a peaceful and safe Thanksgiving Holiday!**

OTHER STORIES

CERT Train The Trainer

35 New CERT Instructors

They came from all across West Tennessee to the beautiful resort of Natchez Trace State Park to attend the 3-day Community Emergency Response Team (CERT) Train the Trainer class on October 14, 15 and 16.



Their professions included fire chiefs and fire fighters, EMT's, police officers, business leaders, school teachers, as well as retirees. All graduated and successfully added another credential to their resume - CERT instructor!

The Shelby County Office of Preparedness CERT Program, under the leadership of Eugene Jones, Coordinator, partnered with the State of Tennessee Citizen Corps Program, to conduct the class.

The students, from Memphis, Germantown, Bartlett, Collierville, Millington, Halls, McKenzie, Sharon, Spring Hill, Brighton, Mumford, McEwen, Mt. Pleasant, and Crockett, were previous CERT graduates. They were given a refresher course in fire suppression, light search and rescue, terrorism, disaster psychology, hazardous materials, and medical triage and first aid, as well as helpful hints in how to effectively teach CERT to others.

As CERT instructors, they will be able to teach in their own agency or start a new CERT program in their city.

To find out more about CERT or how to become a CERT instructor, please email: citizencorps@shelbycountyttn.gov or call Eugene Jones at 901.515.2525.

Photo Caption: 35 new CERT instructors graduated from the Train the Trainer class at Natchez Trace State Park. Shelby County CERT instructors who lead the training included: Willie Hollinger, Kenneth Brown, Scott VanZandt, and Sandra Mathias

Chamber Prepares

Greater Memphis Chamber Promotes Business Continuity



It is estimated that at least 40% of small businesses do not reopen after a major disaster. When larger businesses are dependent upon the goods and services provided by the smaller ones, both suffer.

Preparedness must include business continuity - a plan to provide services to loyal customers despite the unexpected event that occurred.

The Greater Memphis Chamber is leading the way for businesses to stay prepared to continue after disaster strikes.

The Chamber, whose mission is to serve as a catalyst for new businesses and help the community develop partnerships within a diverse workforce, connects people and resources to stimulate business growth within our community.

Recently the Chamber's Director of Operations, Eric Elam, completed the Community Emergency Response Team (CERT) training and then returned to complete the CERT Train the Trainer class in order to become an instructor himself. Having set a goal to have all Chamber employees trained to survive disasters, Elam also attended CERT training again with several of his co-workers.

In addition to having employees CERT-trained to ensure their safety, these employees have a disaster kit in the workplace. The Chamber has also worked with the Office of Preparedness to create and participate in periodic disaster drills. They have a plan in place to protect their physical as well as their electronic assets. They are also encouraging neighboring downtown businesses to be prepared as well.

Photo Caption: Greater Memphis Chamber Director of Operations, Eric Elam, left, helping to teach his coworkers during CERT class at the Emergency Operations Center.

Shelby Co. Citizen Corps

Building Volunteer Partnerships

The Shelby County Citizen Corps Council, a diverse group of emergency officials from Shelby County, along with representatives from all municipalities, are inviting citizens to get involved and join Citizen Corps!



Citizen Corps, launched in January 2002 nationally after the terrorist attacks of 9/11 was a response to the outpouring of spontaneous volunteer efforts seen after this tragedy. The intent was for citizens to help protect their homeland while assisting our first responders. Harnessing a growing spirit of service in Americans, Citizen Corps councils began to coordinate the local volunteer programs that prepare for and handle emergency situations. Their mission is to "utilize the power of individuals through education, training, and volunteer service that will make communities safer, stronger, and better prepared to respond to threats of terrorism, crime, public health issues, and disaster."

Local Citizen Corps programs include:

- *Community Emergency Response Team (CERT)*
- *Shelby County Medical Reserve Corps (MRC)*
- *Volunteers in Police Services (VIPS)*
- *Power Squadrons*
- *Fire Brigade*
- *USAonWatch (Neighborhood Watch)*

Shelby County Citizen Corps Update:

Bartlett has launched a "Volunteers in Police Services" or "VIPS" program, according to Bartlett Police PIO, Rory Mack. Bartlett has also completed four "Teen CERT" classes. The classes were successfully taught in the schools to students ages 13 to 17.

The Collierville CERT Program encourages graduates to join their CERT Citizen Advisory Board to stay connected with others who have had the training.

The University of Memphis is offering "active shooter" training for students, according to Shelby Slater, Emergency Preparedness Coordinator. Currently all U of M nursing students attend the CERT training.

The City of Arlington will begin their CERT program in the spring, according to Jim McMillen, Assistant Fire Chief.

The Shelby County Office of Preparedness continues to offer "CERT on the Go" as well as CERT classroom training on a monthly basis, under the direction of Eugene Jones, CERT Coordinator. The agency also conducted its first "Power Squadron" training this summer.

To find out more about Citizen Corps or to volunteer, please email: citizencorps@shelbycountyttn.gov.

Photo Caption: Shelby County Citizen Corps Council meets monthly to direct the local volunteer programs. Left to right sitting: Levell Blanchard, Office of Preparedness Deputy Administrator, Jim McMillen, Arlington Assistant Fire Chief, Rory Mack, Bartlett Police Department PIO. Left to right standing: Terry Wiggins, Bartlett Fire Department Chief, Lee Race, Collierville CERT Program Coordinator, Mark King, Collierville Fire Department Chief of Administration, Kimberly Boulter, Office of Preparedness Planning Officer, Shannon Towery, Office of Preparedness Operations Officer, Shelby Slater, U of M Emergency Preparedness Coordinator.

Ready Shelby Day at Zoo

Hundreds of excited visitors were welcomed to the Memphis Zoo Saturday, October 22, by representatives from emergency agencies for "Ready Shelby Day."

From 10:30 a.m. until 2:00 p.m. preparedness partners were on hand to give away brochures, door prizes, and good advice as they talked to the public about disaster preparedness.



Agencies who participated in the event lining the Zoo Plaza with booths of free information and door prizes included the Shelby County Office of Preparedness / Community Emergency Response Team (CERT), the Shelby County Medical Reserve Corps (MRC), Lifeblood, the American Red Cross Mid-South Chapter, Search Dogs South Rescue, the Salvation Army, as well as the Children's Museum, and the Memphis Grizzlies Grizz Girls.

At the top of each hour children to seniors enjoyed demonstrations by the Fire Safety House and the Teton Trek.

Ready Shelby Day is an annual event sponsored by Ready Shelby, a public safety initiative of the municipal mayors of Shelby County. Their mission is to educate the public about disaster preparedness - to empower everyone to be self-

sufficient until professional rescuers arrive on the scene. To find out more about Ready Shelby, please visit: www.readyshelby.org.

Photo Caption: Kimberly Bouler, Office of Preparedness Planning Officer, welcomes citizens to the Zoo on Ready Shelby Day.

Multi-Agency Drill

Plans Tested During Exercise

Anyone passing by the Mid South Coliseum on the morning of November 9 had to wonder ...what just happened?



9-1-1 calls went out reporting a loud "bang."

First responders swarmed the area running to and from the smoking building - only stopping to take commands from hand-held radios. Hundreds of screaming, bloody "victims" were heard yelling "help me!" inside the arena

The parking lot was soon wrapped in yellow caution tape as it surrounded squad cars, ambulances, MATA buses, pumper fire trucks, hazard materials and decontamination equipment, search dogs, the bomb squad, and numerous other emergency vehicles.

The "walking wounded" were escorted from the smoking building by fire fighters wearing full turnouts to the triage area to be tagged. From there, they were put on ambulances and MATA buses to be transferred to area hospitals.

Since the blast was radiological in nature, suspicious of a terrorist attack, security was tightened and a decontamination area was set up nearby. As the bomb squad "robot" inched toward a lone car in the parking lot to investigate a possible second bomb, search dogs were let inside the building to seek out unconscious victims and evidence.

As horrible as it looked - it was all just a drill.

This multi-agency exercise, sponsored by the Shelby County Office of Preparedness, under the direction of Bob Nations, Jr., required federal, state, regional, and local agencies to work together to establish an Incident Command System or ICS and activate the Shelby County Emergency Operations Center. A communications network was quickly implemented across various departments and a Joint Information Center or JIC was set up. Area hospitals were tested on their ability to receive and track a "medical surge" of patients who were

transferred to their facility, as well as walk-in victims.

A team of emergency officials, lead by Kimberlyn Boulter, Office of Preparedness Planning Officer, intended to create a learning environment for all involved in this exercise. Evaluators were on site at all locations to observe first hand how participants reacted to the disaster. Following the exercise, participants gathered at the Emergency Operations Center to review and identify strengths and opportunities for improvement.

Participating agencies included:

- Shelby County: Office of Preparedness, Fire, Health, Sheriff's Office, Medical Examiner
- Memphis: Police, Fire, and Parks Departments
- Germantown Fire Department
- Collierville Police Department
- Tipton Co. Sheriff's Department
- Fayette Co. Sheriff's Department
- Lauderdale Sheriff's Department
- Desoto Sheriff's Department
- FBI
- Tennessee: Emergency Management Agency, Homeland Security, Department of Transportation
- MATA
- Liberty Bowl
- Vanderbilt Burn Hospital
- Baptist Hospitals: Memphis, Women's, Collierville, Tipton, Desoto
- Delta Medical Center
- Lauderdale Community Hospital
- Methodist Healthcare Hospitals: LeBonheur Children's, University, South, North, Fayette
- The Regional Medical Center
- St. Francis Hospitals: Memphis and Bartlett
- St. Jude's Children's Research Hospital
- Veterans Affairs Medical Center Memphis
- Lauderdale Community
- HealthSouth North and Central

Photo Caption: An injured "victim" is escorted by a fire fighter to the triage area after an explosion at the Mid South Coliseum during a community drill



Who Needs Flood Insurance?

The Cost of Flooding Is High - Are You Insured?



The historic "flood of the century" that threatened property and lives of the citizens of Shelby County earlier this year left many homeless and living in shelters for a period of time. Many of these homeowners did not have flood insurance.

Flooding is the number one natural disaster.

Even though some areas are more prone to flooding than others, major flooding can happen anywhere. Essentially everyone lives in a flood zone. Flooding can result from flashing flooding, spring thaw, heavy rains, and broken levees.

Did you know that only six inches of flood water in a 1,000 foot home could cost you over \$20,000 in repairs? And that four feet of flood water in the same size home would cost as much as \$39,000 in repairs? These estimated costs include loss of personal items, damaged furniture, washer and dryer, floors, wall finishes, electrical and plumbing, repairs to furnace and air conditioner, computer / stereo / television, and clean up costs.

The Shelby County Office of Preparedness urges all citizens to learn about their flood risks and purchase flood insurance.

Flood insurance is offered by the National Flood Insurance Program (NFIP) and can be purchased for residential and commercial properties for contents only, building only, or both. There is a 30 day waiting period on new flood insurance policies.

To find out more about your flood risk, to inquire about flood insurance or to locate an agent, please visit www.floodsmart.gov or call 1.888.379.9531.

Emergency Agencies At Community Event

Bartlett Church Brings Community Together

Representatives from the Shelby County Office of Preparedness HLS / EMA joined other emergency agencies at the Holy Nation Church community event in Bartlett recently. In addition to the Emergency Management Agency truck on display, other emergency agencies including the Memphis Police and Fire Departments, the Bartlett Police and Fire Departments, and the Shelby County Sheriff's Department brought their vehicles and brochures to this fun event.



Balloons floated up into the air as music played through the loud speakers while hundreds of citizens strolled through the exhibits. The event included a Tennessee Walking Horse show, a petting zoo, carriage rides, an antique car show, bounce houses for the smaller children, and fashion shows. There were also free health screenings, free school supplies for the children, and housing and insurance professionals available to answer questions.

The pastor of the church, located at 3333 Old Brownsville Road, Rev. Andrew Perpener, said of this festive, community event, "This is our sixth year inviting the community to come out and fellowship with us. We keep growing every year. To just enjoy the day with good food, music, and information about the many services offered in our community - that is why we do it. Our purpose is to bring people together in one place in a fun and safe environment."

Photo Caption: Eugene Jones, Interim Training Officer from the Shelby County Office of Preparedness, left, is welcomed by Rev. Andrew Perpener, right

FEMA Social Media

FEMA Invites Citizens To Stay Connected

The Federal Emergency Management Agency (FEMA) invites you to stay connected through social media as part of their mission to provide timely information before, during and after a disaster.



- **Mobile Website:** m.fema.gov (for smartphone)
- **FEMA App:** free to download through smartphone's app store (Android, Apple, Blackberry)
- **FEMA Texts:** to sign up and receive monthly preparedness tips, text PREPARE to 43362 (4FEMA). To unsubscribe: text STOP to 43362.
- **YouTube:** www.youtube.com/fema
- **Twitter:** twitter.com/fema

Preparedness Resources

Citizen Corps web site:
www.citizencorps.org

Ready Shelby web site:
www.readyshelby.us

Shelby County web site
www.shelbycountyn.gov

American Radio Relay League (ARRL) web site:
www.arrl.org

Federal Emergency Management Agency (FEMA) web site:
www.fema.org

Ready America web site: www.ready.gov

National Weather Service web site: www.nws.noaa.org

Dept. of Homeland Security (DHS) web site: www.dhs.gov

ALERT FM web site: www.alertfm.com

Shelby County Emergency Management Agency web site:
www.mscema.org

National Flood Insurance Program (NFIP) web site:
www.floodsmart.gov



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Know Your Risks

Get a Kit

Make a Plan

Stay Informed

