

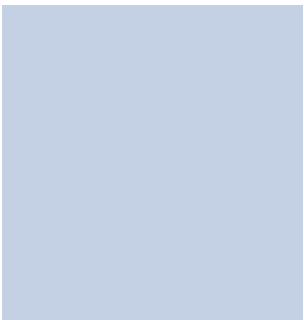
Creating your Family Emergency Communication Plan starts with one simple question: "What if something happens and I'm not with my family?" "Will I be able to reach them?" "Are they safe?" "How can I let them know I'm OK?" During a disaster, you will need to send and receive messages from your family.

Communication networks, such as mobile phones and computers, could be unreliable during a disaster. Planning in advance will help ensure that all the members of your household, including people with disabilities and others with access and functional needs, as well as pets, know how to reach each other and where to meet up in an emergency. Planning starts with three easy steps:

1. COLLECT.



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- Talk about who will be the lead person to send out information about the designated meeting place for the household.
- Practice gathering all household members at your indoor and neighborhood emergency meeting places. Talk about how each person would get to the identified out-of-neighborhood and out-of-town meeting places. Discuss all modes of transportation, such as public transportation, rail, and para-transit for all family members, including people with disabilities and others with access and functional needs.
- Regularly have conversations with household members and friends about the plan, such as whom and how to text or call, and where to go.
- To show why it's important to keep phone numbers written down, challenge your household members to recite important phone numbers from memory—now ask them to think about doing this in the event of an emergency.
- Make sure everyone, including children, knows how and when to call 911 for help. You should only call 911 when there is a life-threatening emergency.
- Review, update, and practice your Family Emergency Communication Plan at least once a year, or whenever any of your information changes.

To help start the conversation or remind your family why you are taking steps to prepare and practice, you may want to watch the 4-minute video, *It Started Like Any Other Day*, about families who have experienced disaster, at www.youtube.com/watch?v=w_omgt3MEBs. Click on the closed captioning (CC) icon on the lower right to turn on the captioning.

After you practice, talk about how it went. What worked well? What can be improved? What information, if any, needs to be updated? If you make updates, remember to print new copies of the plan for everyone.

OTHER IMPORTANT TIPS FOR COMMUNICATING IN DISASTERS

- Text is best when using a mobile phone, but if you make a phone call, keep it brief and convey only vital information to emergency personnel and/or family or household members. This will minimize network congestion, free up space on the network for emergency communications, and conserve battery power. Wait 10 seconds before redialing a number. If you redial too quickly, the data from the handset to the cell sites do not have enough time to clear before you've re-sent the same data. This contributes to a clogged network.
- Conserve your mobile phone battery by reducing the brightness of your screen, placing your phone in airplane mode, and closing apps you do not need. Limit watching videos and playing video games to help reduce network congestion.
- Keep charged batteries, a car phone charger, and a solar charger available for backup power for your mobile phone, teletypewriters (TTYs), amplified phones, and caption phones. If you charge your phone in your car, be sure the car is in a well-ventilated area (e.g., not in a closed garage) to avoid life-threatening carbon monoxide poisoning.

If driving, do not text, read texts, or make a call without a hands-free device.



SCHOOL,
CHILDCARE,
CAREGIVER, AND
WORKPLACE
EMERGENCY PLANS

Name:
Address:.....
Emergency/Hotline #:
Website:
Emergency Plan/Pick-Up:

Name:
Address:.....
Emergency/Hotline #:
Website:
Emergency Plan/Pick-Up:

Name:
Address:.....
Emergency/Hotline #:
Website:
Emergency Plan/Pick-Up:

IN CASE OF
EMERGENCY
714993 182.718 Tm (l)Tj 18 0 0 18 285.8213 223.0.053 sc -0.053

Name: Mobile #:
Home #: Email:
Address:

Name: Mobile #:
Home #: Email:
Address:

Indoor:
Instructions:
Neighborhood:
Instructions:

Out-of-Neighborhood:
Address:.....
Instructions:

Out-of-Town:
Address:.....
Instructions:

IMPORTANT
NUMBERS OR
INFORMATION

Police: Dial 911 or #:

Fire: Dial 911 or #: