



General Readiness:
Individual and Family Readiness
Ready To Respond
TRAINING

Participant Booklet

Use this instructional booklet as you take this course. Please write notes or reminders and complete your vital personal information. Take this booklet home and place in a safe secure location for future reference.

Thank you for your interest in World Cares Center training.

www.worldcares.org



WORLD CARES CENTER
Collaborate. Prepare. Recover.

About World Cares Center

World Cares Center (WCC) trains local leaders who will emerge as disaster managers when their community is stricken by crisis offering disaster management tools as a practical application in response. The result is a proactive community able to reduce suffering by responding immediately to the needs of their neighbors. Working with local governments, WCC provides planning support and training for support teams such as CERT. These teams are prepared to work with community leaders and their constituents extending the capabilities of local governments to interface and connect to grassroots communities during crisis.

WCC provide workshops so that citizens emerge as safe and effective disaster volunteers. Following the plans developed with leadership, constituents learn volunteer roles in response and how to implement them safely.

About the Founder



World Cares Center was founded by Lisa C. Orloff, thought leader in disaster management specializing in spontaneous volunteer management and community engagement. Orloff has 15 years of experience in the field and in the classroom. She has authored a field guide on the topic. Orloff has been called up by the Department of Defense, the Sri Lankan Ministry of Health, multiple Offices of Emergency Management as well as grassroots groups as an advisor.

Orloff has responded to numerous disasters globally from the 9-11-2001 relief effort to the Haitian Earthquake, Hurricane Irene and Super Storm Sandy. She is the recipient of the Mayor's Voluntary Action Award for her relief work in and around Ground Zero and received letters of Accommodation from the Department of Defense and the New Jersey Office of Emergency Management.

Learning Objectives



- ✓ Prepare yourself and your family to be safe in the event of disasters, large and small.
- ✓ Prevent household emergencies from happening.
- ✓ Mitigate the effects of natural disasters on your home and lives.
- ✓ Prepare yourself and your family to be safe in the event of disasters, large and small.



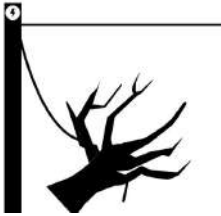
Lessons Learned



- ✓ Effective disaster response requires pre-planning that includes all community members.
- ✓ All community members, leaders and officials need to cultivate awareness and relationships *before* disasters strike.
- ✓ “Self Care” is critical to ensure a resilient responder community.
- ✓ Social media will significantly impact disaster response communications and information sharing.



Disaster Readiness



**Everyday
emergencies**



**Large-scale
storms and
events**



**Catastrophic
events**



The **first 72 hours (or 3 days)** after disaster are the most important for saving lives and homes and preventing further damages; often this is how long it can take for official disaster response teams to reach you.

This is why not only being prepared, but knowing **WHAT** to be prepared for, is so important.

There's no time to make a plan **AFTER** a disaster strikes – the best thing is to be prepared for anything **NOW** before it happens.

What is an Emergency?



A sudden, urgent, usually unexpected occurrence requiring immediate action. An **Everyday Emergency** can be:

- A house fire
- A gas leak
- Carbon monoxide poisoning

What is a Disaster?



An event, occurring suddenly and causing great damage. A large scale storm or event that impacts your neighborhood like:

- A power outage
- A block fire

What is a Catastrophe?

A catastrophic event is a disaster involving or causing sudden and great damage and suffering. The effect is so large in scale that it overwhelms a communities' ability to recover without assistance.

- A superstorm or hurricane
- Wild Fire
- Blackout
- Earthquake

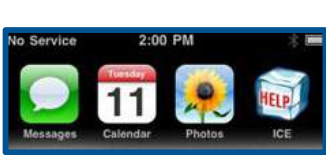
Match the Risk to the Disaster

- | | |
|------------------|--|
| Hurricane | <input type="radio"/> Damaged Buildings |
| | <input type="radio"/> Carbon Monoxide Poisoning |
| Black out | <input type="radio"/> House Fire |
| | <input type="radio"/> Windswept objects |
| Windstorm | <input type="radio"/> Flooding |
| | <input type="radio"/> Toxic Water |
| Snowstorm | <input type="radio"/> Transportation Disruptions |
| | <input type="radio"/> Slips and Falls |
| | <input type="radio"/> Exposed Powerlines |

I.C. E. Numbers

In Case of Emergency (ICE) is a program that enables first responders, such as paramedics, firefighters and police to identify victims and contact their next of kin to obtain important medical information.

Enter your emergency contacts in your cell phone contacts under the name "ICE." You can list multiple emergency contacts as "ICE1", "ICE2", etc.



Name: _____

Address: _____

Age: _____ Height: _____ Weight: _____ Blood Type: _____

Medical Conditions: _____

Medications: _____

Allergies: _____

Emergency Contact:

Name: _____

Cell Phone: _____

Home Phone: _____ Relationship: _____

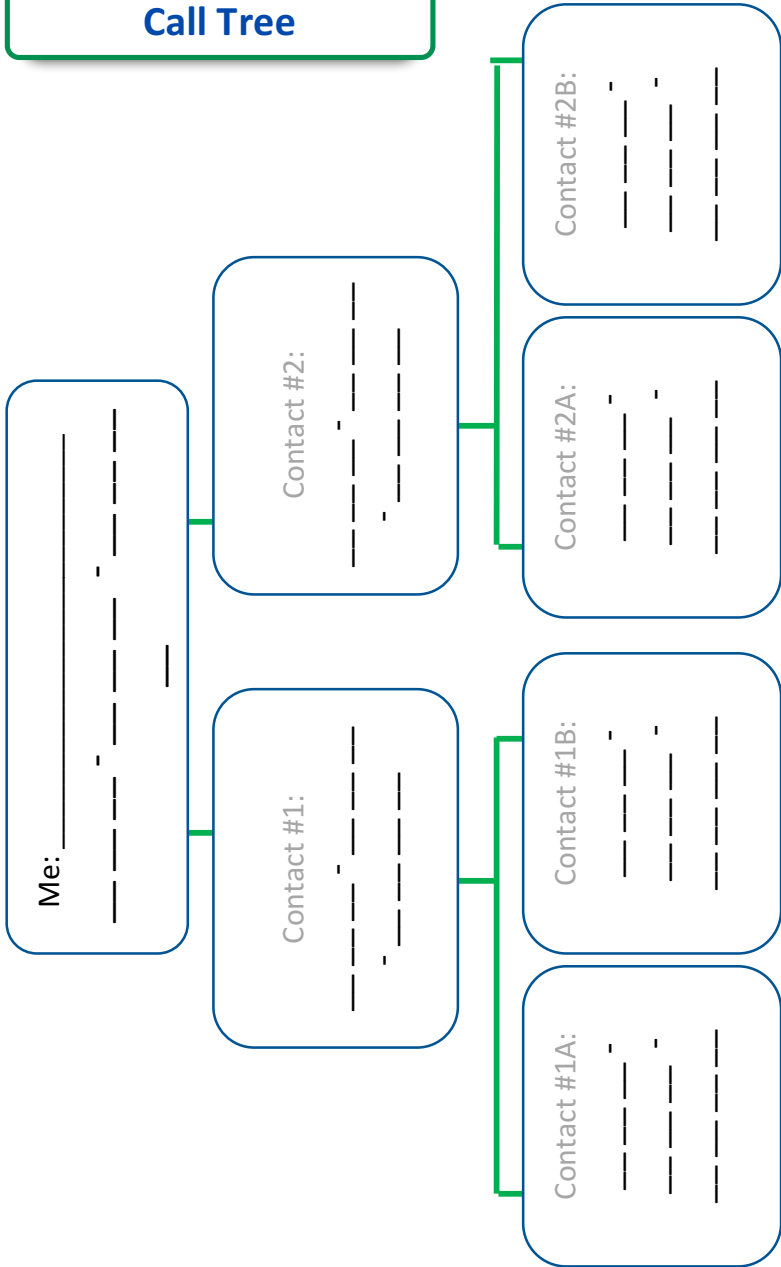
School/Work Name and Number: _____

Hospital: _____ Doctor: _____

Pharmacy: _____

Emergency Meeting Place: _____

Call Tree



Personal Information

Name

Cell Phone

Email

Date of Birth

Social Security Number

Height

Weight

Blood Type

Allergies

Medical Conditions

Medications

Primary Physician

Physician Phone

Pharmacy

Pharmacy Phone

Pharmacy Address

Work – School – Childcare

Address

Phone

Email

Website

Evacuation Location

Other

Personal Information

Name

Cell Phone

Email

Date of Birth

Social Security Number

Height

Height

Height

Allergies

Medical Conditions

Medications

Primary Physician

Physician Phone

Pharmacy

Pharmacy Phone

Pharmacy Address

Work – School – Childcare

Address

Phone

Email

Website

Evacuation Location

Other

Personal Information

Name

Cell Phone

Email

Date of Birth

Social Security Number

Height

Height

Height

Allergies

Medical Conditions

Medications

Primary Physician

Physician Phone

Pharmacy

Pharmacy Phone

Pharmacy Address

Work – School – Childcare

Address

Phone

Email

Website

Evacuation Location

Other

Credit Card Information

Credit Card Name

Credit Card Account Number

Credit Card Expiration Date

Security Code

Service Phone Number

Credit Card Name

Credit Card Account Number

Credit Card Expiration Date

Security Code

Service Phone Number

Credit Card Name

Credit Card Account Number

Credit Card Expiration Date

Security Code

Service Phone Number

Credit Card Name

Credit Card Account Number

Credit Card Expiration Date

Security Code

Service Phone Number

Bank Information

Bank Name

Account Number

Customer Service Phone Number

Website

Log In

Password

Bank Name

Account Number

Customer Service Phone Number

Website

Log In

Password

Bank Name

Account Number

Customer Service Phone Number

Website

Log In

Password

Neighbor Contact Information

Neighbor Name

Phone Number

Phone Number

Address

Notes

Neighbor Name

Phone Number

Phone Number

Address

Notes

Neighbor Name

Phone Number

Phone Number

Address

Notes

Neighbor Name

Phone Number

Phone Number

Address

Notes

“Family” Contact Information

Name and Relation	Name and Relation
Phone Number	Phone Number
Phone Number	Phone Number
Address	Address
Notes	Notes
Name and Relation	Name and Relation
Phone Number	Phone Number
Phone Number	Phone Number
Address	Address
Notes	Notes
Name and Relation	Name and Relation
Phone Number	Phone Number
Phone Number	Phone Number
Address	Address
Notes	Notes

Important Contact Information

Hospital

Phone Number

Phone Number

Address

Poison Control

1-800-222-1222

Phone Number

Phone Number

Address

Veterinarian

Phone Number

Phone Number

Address

Other

Phone Number

Phone Number

Address

Social Media Sites

Facebook

Twitter

Important Contact Information

Fire Department

Phone Number

Phone Number

Phone Number

Address

Police Department

Phone Number

Phone Number

Address

Office of Emergency Management

Phone Number

Phone Number

Address

Faith Leader

Phone Number

Phone Number

Address

Community Board

Phone Number

Phone Number

Address

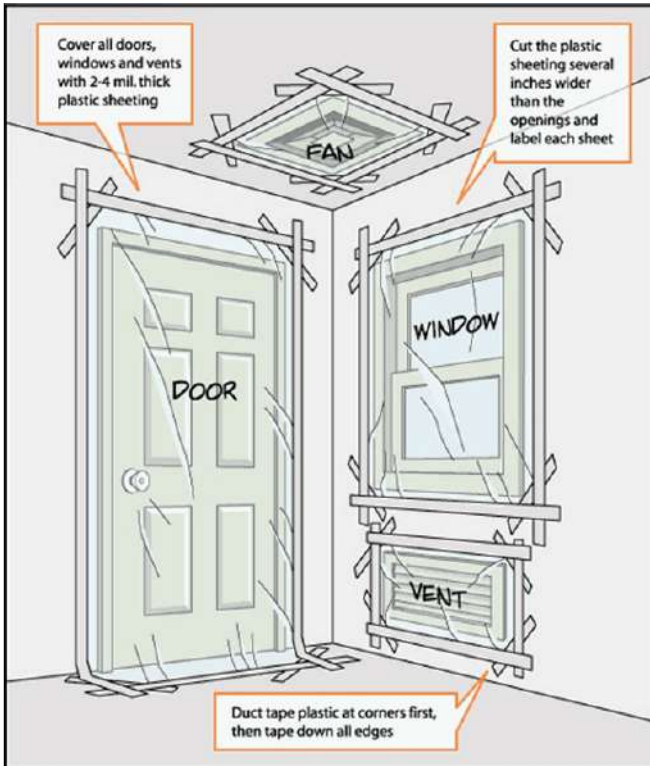
GO Bag

Prepare a GO BAG or SUPPLY KIT:



- ✓ Extra set of house/car keys
 - ✓ Cash, ATM Card
 - ✓ Copies of important documents in waterproof bag
 - ✓ A list of medications each family member needs
 - ✓ I.C.E. Card
-
- ✓ A local street map, may include public transit options
 - ✓ Bottled water
 - ✓ Non-perishable snacks (granola bars, dry cereal)
 - ✓ First aid kit
 - ✓ Flashlight
 - ✓ Whistle
 - ✓ Small radio
 - ✓ Batteries
 - ✓ Warm clothing
 - ✓ I.C.E. cards
 - ✓ Walking shoes
 - ✓ Childcare or other special needs items including books, magazine or cards

Shelter-In-Place



- ✓ Choose a room in your house with a few windows and doors as possible.
- ✓ Turn off the ventilation, air-conditioning and heat systems.
- ✓ Take your family supply kit, pet (and pet supply kit) with you.
- ✓ If you are supposed to seal your room, use duct tape and plastic sheeting to cover all the opening and vents.
- ✓ Listen to your radio or TV for instructions.
- ✓ Stay where you are until instructed.

Stay at Home Kit



Stay at Home Kit

- ✓ Water: One gallon per person, per day, for drinking and sanitation.

HINT: Fill your bath tub and sink with water pre-storm

- ✓ Food: Non-perishable foods that need no preparation, cooking or water

HINT: Pack a hand cranked can opener

- ✓ Medication

Basic Supplies:

- ✓ Flashlight with extra batteries
- ✓ Plastic garbage bags and ties
- ✓ Plastic sheeting
- ✓ Duct Tape
- ✓ Dust mask, rated N95
- ✓ Sleeping bag or warm blanket
- ✓ First aid kit
- ✓ Moist wipes
- ✓ A whistle
- ✓ Map of the area for evacuation
- ✓ Full gas tank, if you have a car
- ✓ Pet Supplies: food, leash, cage, litter, medication, etc.

Evacuation Planning

Know your zone: _____

- Evacuate immediately if your life is in danger or if you smell gas or smoke.
- Call 911 if you are stranded or need emergency assistance.
- Know multiple exit routes from your;
 - Home
 - Workplace
 - Other buildings you visit frequently

Have a planned meeting point near your home:

Address

Phone Number

Have a planned meeting point near your neighborhood:

Address

Phone Number

Identity relatives or friends that you can stay with:

Address

Phone Number

- Know a walking and public transit route to your meeting point(s).
- Know each person's responsibilities during an evacuation.
- Have a communication plan.
- *Do not forget your pets!*

Special Considerations

- ✓ If you rely on electric medical equipment, contact your medical supply company for information about back up power.
- ✓ Ask your utility company if you qualify as a life sustaining equipment customer and see if you can sign up for priority power restoration.
- ✓ If you on oxygen, talk to your oxygen supplier about emergency replacement.
- ✓ If you receive treatments such as dialysis or chemotherapy, know your providers' emergency plan.



Tips for Engaging Children



- ✓ Disaster can leave children feeling vulnerable and afraid. You can help your child cope with the stress of disasters by engaging them in developing and practicing your plans.
- ✓ As you develop your ‘Go Bags’ or ‘Shelter in Place Kits’ make a check list and have your child participate in keep track of what you have.
- ✓ Develop games around your evacuation routes such as treasure hunts or ‘Eye Spy.’ Allow your child to practice calling the contact on the call tree or researching your emergency information numbers.
- ✓ It is important for children to know that they too can make a difference.
- ✓ Have Fun!

School and Work Plans

School Notes

Work Notes

Next Steps



- ✓ Share ICE cards with family and friends.
- ✓ Create a call tree with family members.
- ✓ Create an emergency meeting place map.
- ✓ Conduct household hazard hunt with the entire family.
- ✓ Test knowledge with a crossword puzzle or game with friends.
- ✓ Tweet a tip of the day.
- ✓ Post on Facebook a tip of the day.
- ✓ Share tips on video.
- ✓ Pledge to help a neighbor, friend, or family member by checking in with them when something happens.



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World Cares Center is a not-for-profit registered 501(c)(3) organization delivering free safety and disaster response training and services through generous contributions. Special thanks to the UPS Foundation, Con Edison, Resiliency Advisors, Rutgers University, and NIEHS for making this training possible.

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