

A Family Preparedness Guide

This guide will help you to get ready for emergencies from tornadoes to terrorism:

- Learn what to do before, during, and after an emergency
- Create an emergency plan for your family
- Prepare an emergency go kit
- Contact specific Tulsa agencies for help



When Emergencies Occur

An emergency can occur quickly and without warning. The most important thing you can do to keep yourself and your family safe from an emergency is to prepare, stay calm, and follow instructions from emergency personnel. This brochure will help you and your family develop an emergency plan, assemble a preparedness kit, and share some basic information on what to do before, during, and after any emergency. It will also provide you with important information about how to obtain emergency and ongoing disaster recovery assistance.

Message from the Mayor:

Dear Residents:

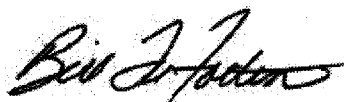
Following the horrific events of September 11th, everyone is looking for ways to better prepare for the known and unknown threats that may confront us in the future.

Although emergencies cannot always be prevented, there are many things we can do to be better prepared as individuals, families, businesses and organizations. In many instances, losses can be reduced by such things as building SafeRooms for protection during a tornado.

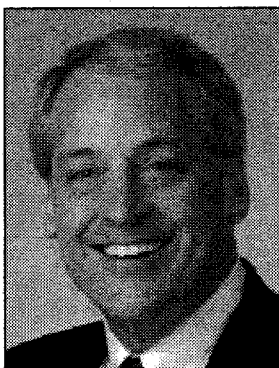
The City of Tulsa has been working on disaster preparedness, prevention and mitigation for many years. Tulsa is a national leader in the field including the prototype Tulsa Project Impact program which links the public, private and non-profit sectors to help create a disaster-resistant community.

Tulsa's emergency and disaster programs are continually upgraded and revitalized as we reassess potential threats and fine-tune our response and mitigation plans. This guide contains many ideas to help you prepare for emergencies. Working together, we can reduce disaster losses from manmade or natural causes and build a disaster-resistant Tulsa!

Sincerely,



Bill LaFortune
Mayor, City of Tulsa



What's Inside

This guide will help you be better prepared for an emergency.

The following pages will help you:

- Learn what to do before, during, and after an emergency
- Create a family emergency plan.
- Prepare an emergency kit.
- Learn how to contact specific agencies for help.
- Learn how you can help create a disaster-resistant community.
- "Be Ready for Whatever..." tips for disaster survival.
- Homeland Security Advisory System explained.

Before Emergency Strikes

An emergency can occur without warning, leaving little or no time for you and your family to plan what to do next. It is important to learn what you can do to be prepared—before an emergency occurs. Two actions that will help you do this are to develop an emergency plan, and prepare an emergency kit. The next few pages describe how this is done.



Create an Emergency Plan

Before creating your household emergency plan, learn about the types of emergencies that may affect Tulsa, how you'll be notified of an event, and plans that are already in place to deal with these events. Tulsa has a warning system and you and your family should be able to recognize what it sounds like and what to do when you hear it. Emergencies may strike when your family members are away from home, so find out about plans at your workplace, school, or anywhere else you and your family spend time. Steps to take in creating a household emergency plan include:

- Meet with household members and discuss the dangers of possible emergency events, including fire, severe weather, hazardous spills, and terrorism.
- Discuss how you and your family will respond to each possible emergency.
- Discuss what to do in case of power outages or personal injuries.
- Draw a floor plan of your home. Mark two escape routes from each room.
- Teach adults how to turn off the water and electricity at main switches.
- Post emergency contact numbers near all telephones, and pre-program emergency numbers into phones with autodial capabilities.
- Teach children how and when to dial 9-1-1 to get emergency assistance.
- Teach children how to make long-distance telephone calls.
- Pick a friend or relative that all family members will call if separated during an emergency (it is often easier to call out-of-state during an emergency than within the affected area).
- Instruct household members to turn on the radio for emergency information.
- Pick two meeting places:
 - *A place near your home.
 - * A place outside your neighborhood in case you cannot return home after an emergency.
- Take a basic first-aid and CPR class.
- Keep family records in a water and fireproof safe. Inexpensive models can be purchased at most hardware stores.

A word about disabilities...

If any members of your household have disabilities or are elderly, find out what services may be available to aid in their care or evacuation in the event of an emergency. Your church, your neighborhood association, the Community Service Council, and the American Red Cross may offer help and advice for your planning.

Become storm savvy

We live in Tornado Alley, and Tulsa is vulnerable to a variety of severe weather hazards including severe heat, thunderstorms, flash floods, tornadoes, and snowstorms. Because of this, it is important for you to understand the difference between a watch and a warning for severe weather. A severe storm watch means that severe weather may develop. A severe weather warning means a storm has developed and is on its way—take cover immediately! The safest place to ride out any storm is inside a secure building or well-built home. Even in a well-built house or apartment building, you should:

- Listen to weather updates and stay informed.
- Be ready to evacuate if necessary.
- Keep away from windows and doors.
- Have your emergency kit handy.

Identify your safest place

Before an emergency strikes, take time to identify your safest place—at home, at work, at school. Many people have survived even strong tornadoes in a small interior room or closet, without windows. Usually your safest place will be on the lowest floor. If you live in a mobile home, identify the nearest sturdy building.

If possible, one of the best ways to prepare for survival in Tornado Alley is to build or install a SafeRoom in your home or workplace. Tulsa Project Impact can provide information about SafeRooms, which are specially armored and anchored enclosures that can provide safety during tornadoes or windstorms. Plan how you will get to your safest place, and train your family—including drills at least once a year.



Tulsa's Warning Siren System

It is important for you and your family to know how the warning sirens for the City of Tulsa sound, so you'll know what to do when you hear them.

- Tulsa has 79 sirens. Each can be heard for up to a 1-mile radius, and all sound for 3 minutes.
- The 3-minute "steady" tone is used to warn of tornadoes and chemical releases that may be hazardous. It is a one-note tone.
- The 3-minute "wavering" tone is used to warn of military attacks. This siren is similar to the wailing sound of police and fire vehicles on emergency calls.
- The 3-minute "high-low" tone is used to warn of impending flooding. This siren is similar to that of many European emergency vehicles.
- If the "steady" or "wavering" sirens are sounded, find shelter and tune to local radio or television for information and instructions. If you hear the "high-low" flood siren, avoid low-lying areas and floodplains; evacuate if necessary.
- The sirens are live tested on Wednesdays at noon and are silently tested daily Monday through Friday. These tests are typically only 1 minute long.

Depending on the emergency, you may need to evacuate or seek shelter. If you are told to "shelter in place," that means you will need to stay put and, depending on the emergency, you may be told to turn off air conditioning or heating units and perhaps take other steps to secure your building.

If you have pets

If you have pets, you should find out whether potential shelters would allow them—many will not. In this case, you may wish to make arrangements for pets in advance of an emergency. Create a survival kit for your pet and include:

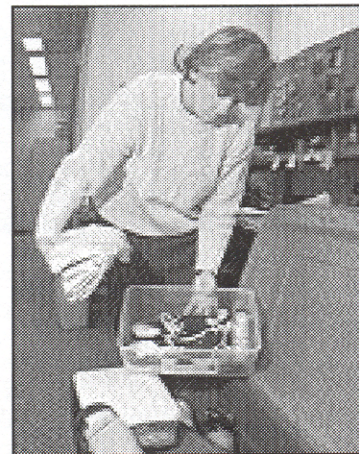
- Identification collar and rabies tag.
- Carrier or cage.
- Any medications (be sure to check expiration dates).
- Leash.
- Newspapers and plastic trash bags for handling waste.
- At least a two-week supply of food, water, and food bowls.
- Veterinary records (many animal shelters do not admit pets without proof of vaccination).

If you must leave your pet at home, place your pet in a safe inside area with plenty of water and food. Never leave pets chained outside. Place a note outside your home listing what pets are inside, where they are located, and phone numbers where you can be reached.

Prepare an emergency kit

Often during an emergency, electricity, water, heat, air conditioning, or telephone service may not work. Preparing an emergency kit ahead of time can save precious time in the event you must evacuate or go without electricity, heat, or water for an extended period of time. You can gather water, food, first-aid supplies, clothing, bedding, tools, and other essential items to store at any time. You should consider including the following items in an emergency kit:

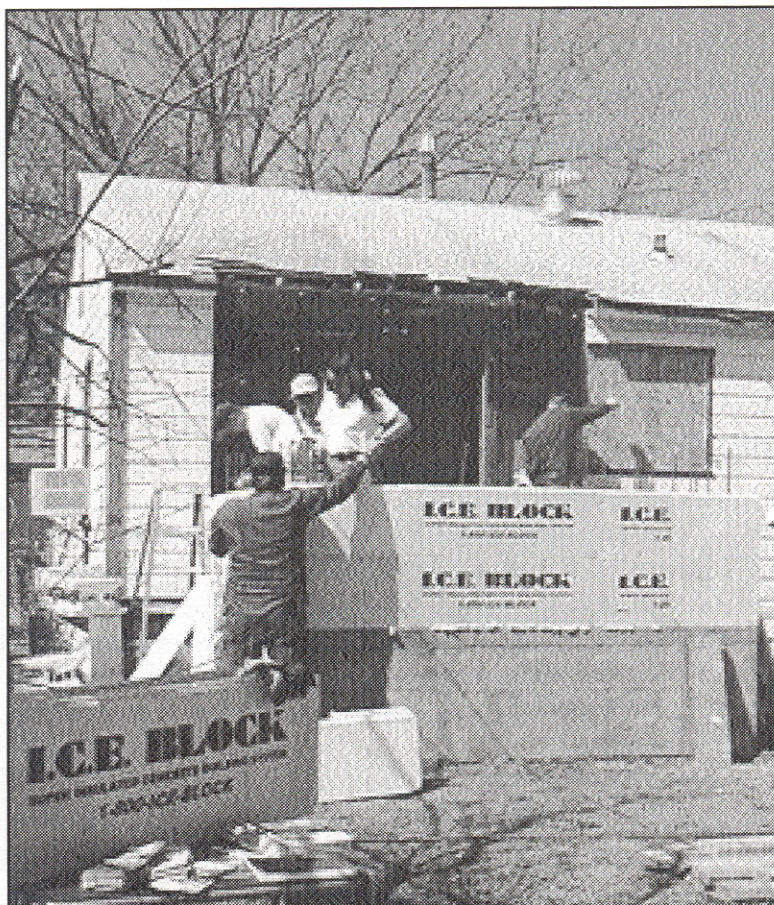
- **At least a 3-day supply of water (1 gallon per person per day). Store water in sealed, unbreakable containers. Replace every 6 months.**
- **A 3- to 5-day supply of non-perishable packaged or canned food and a non-electric can opener.**
- **A change of clothing, rain gear, and sturdy shoes.**
- **Blankets, bedding, or sleeping bags.**
- **A first aid kit and prescription medications (be sure to check the expiration dates).**
- **An extra pair of glasses or contact lenses and solution (be sure to check the expiration dates).**
- **A list of family physicians, important medical information, and the style and serial number of medical devices such as pacemakers.**
- **Special items for infants, the elderly, or family members with disabilities.**
- **A battery-powered radio, flashlight, and plenty of extra batteries.**
- **Identification, credit cards, cash, and photocopies of important family documents including home insurance information.**
- **An extra set of car and house keys.**
- **Tools such as screwdrivers, cutters, and scissors. Also duct tape, waterproof matches, an ABC fire extinguisher, flares, plastic storage containers, needle and thread, pen and paper, a compass, garbage bags, and regular household bleach.**



Tulsa World photo

Neighbors helping neighbors

Working with neighbors in an emergency can save lives and property. Adopt an "emergency buddy" and plan together how you can check on and help each other. Meet with your community members, at home and at work, to plan how you could work together until help arrives. If you're a member of a neighborhood organization, such as a home association or crime watch group, introduce emergency preparedness as a new activity. Know your neighbors' special skills and consider how you could help those with special needs, such as people with disabilities and elderly persons.



Project Impact volunteers building a Storm-Safe Room

During and after an emergency

During and after an emergency, it's important to stay calm. Take time for a deep breath and focus on managing yourself and the situation as best you can. Even after an event, there may still be many dangers. What seems like a safe distance or location may not be. Stay tuned to your radio or television and follow the advice of trained professionals. Unless told to evacuate, avoid roads to allow emergency vehicles access. What you do next can save your life and the lives of others. Here are some helpful hints and special considerations.

If your power goes out

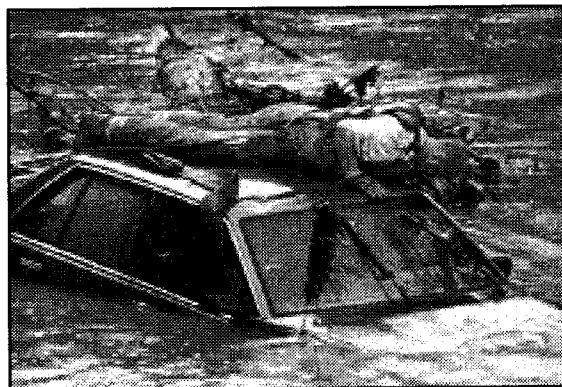
- Stay calm, and help family members or neighbors who may be vulnerable if exposed to extreme heat or cold.
- Locate a flashlight with batteries to use until power comes back on. Do not use candles—they can cause a fire.
- Turn off sensitive electric equipment such as computers, VCRs, and televisions.
- Turn off major electric appliances that were on when the power went off. This will help to prevent power surges when electricity is restored.
- Keep your refrigerator and freezer doors closed as much as possible to keep cold in and heat out.
- Do not use a cooking stove to heat your home—it can cause a fire, gas leak, or asphyxiation.
- Use extreme caution when driving. If traffic signals are out, treat each signal as a stop sign—come to a complete stop at every intersection and look before you proceed.
- Do not call 9-1-1 to ask about the power outage. Listen to the news stations for updates.



Flash flooding

Flash floods can be very dangerous because of strong, swift currents without warning time.

- Move immediately and quickly to higher ground. The force of 6 inches of swiftly moving water can knock people off their feet!
- If flood waters rise around your car, get out and move to higher ground immediately.
- NEVER drive into high water. Cars can be easily swept away in just 2 feet of moving water.



If you need clean water

Flooding can cause contamination of water supplies. Bad water can contain microorganisms that cause diseases such as dysentery, typhoid, and hepatitis. If you think your water may be contaminated, you should purify it before using water used for drinking, cooking, cleaning dishes, or bathing.

Boiling is considered the safest method of purifying water. Bring water to a boil for 3-5 minutes, and then allow it to cool before drinking. Pouring water back and forth between two containers will improve the taste by putting oxygen back into the water.

If you can't boil your water, add 16 drops of regular household liquid bleach per gallon of water, stir, and let stand for 30 minutes. If the water does not have a slight bleach odor, repeat the dosage and let stand another 15 minutes. If it still does not smell of chlorine, discard it and find another source of water.

Tornadoes

Tornadoes are dangerous because of their high winds and ability to lift and move heavy objects. If you receive a tornado warning, seek shelter immediately. Go to your safest available place.

If you are in your car:

- STOP! Get out and get into a secure building or lie flat face down in a low area.
- Cover your head and wait for the tornado to pass.
- Avoid underpasses, because they can become dangerous wind tunnels.
- In a high-rise or other public building:
- Move to the lowest-floor interior, preferably a stairwell or hallway. Get as many secure walls as possible between you and the outside. Avoid windows.

At home:

- Go to the basement, storm shelter, or windowless rooms near the center of the house. Better yet, get into a SafeRoom, if possible.

In a mobile home:

- Get out and get into a secure building at the center of the lowest floor and stay away from windows.

Technological hazards emergencies

If you are notified or become aware of a technological hazards emergency such as a chemical spill/release, fire, or explosion, do not panic. If you need to get out of the surrounding area or are directed to evacuate, do so immediately and:

- Take your emergency kit.
- Lock your home.
- Cover your nose and mouth with a wet cloth.
- Travel on routes specified by local authorities.
- Head up-wind of the incident.
- If you are sure you have time:
 - * Take your emergency phone and a battery radio.
 - * Shut off water and electricity before leaving.
 - * Post a note telling others when you left and where you are going.
 - * Make arrangements for your pets.
- If you are instructed to stay inside ("shelter in place") and not to evacuate:
 - * Close and lock windows and doors.
 - * Turn off ventilation systems and water.
 - * Seal gaps under doorways and windows with wet towels and duct tape.



Emergency personnel are trained to respond to hazardous emergencies. They will tell you what to do, either at the incident site, or via TV or radio.

Business preparedness

Business and industry are just as vulnerable to the effects of emergencies as ordinary citizens. Therefore, there are basic steps that a business should take to prepare for an emergency. Some of these steps include:

- Maintain sufficient insurance coverage for your business.
- Identify critical business functions that absolutely must continue (i.e. shipping, inventory control, payroll) and come up with processes to ensure these will carry on.
- Prepare backups and store offsite all computer records (i.e. payroll, inventory records, etc.).
- Have an evacuation plan in place to evacuate staff and customers.
- Have a S.I.P. in place to shelter staff and customers.

Terrorism emergencies

You and your family should prepare for a terrorist attack in the same manner you prepare for natural disasters such as tornadoes and floods. Here are some tips:

Planning for a terrorist attack

- Create an emergency plan.
- Establish a meeting place.
- Assemble a disaster supplies kit.
- Continue to listen and learn from credible sources, such as the Tulsa Area Emergency Management Agency, about potential hazards and threats.

What to do during a terrorist attack

- Remain calm and be patient.
- Follow the advice of local emergency officials.
- Listen to your radio or television for news and instructions.
- If the attack occurs near you, check for injuries and give first aid where necessary.
- Shut off any damaged utilities if the attack happens near your home.
- Secure or confine your pets.
- Call your family contact—do not use the phone again unless it is a life-threatening emergency.
- Check on your neighbors, particularly those who are disabled or elderly.

Recovering from an emergency

Recovery continues even after you return home, as you and your family face the emotional and psychological effects of the event. Reactions vary from person to person, but may include:

- Restless sleep or nightmares.
- Anger or wanting revenge.
- Numbness or lack of emotion.
- Needing to keep active, restlessness.
- Needing to talk about your experiences.
- Loss of appetite.
- Weight loss or gain.
- Headaches.
- Mood swings.

All of the above are normal reactions to stressful events, and it is important to let people react their own way. It may be helpful to:

- Talk with your family and friends about what happened and how you feel about it
- Take charge. Empower yourself by planning and taking steps to manage, avert, or mitigate against future losses. Try to evaluate and plan for the chance disaster could strike again.
- Volunteer at a local shelter, blood bank, or food pantry to assist emergency victims.
- Consult your minister or spiritual advisor.

Children may need particular reassurance and extra attention. It is best to encourage them to share their feelings, even if you must listen to their stories repeatedly—this is a common way for children to grasp what they've experienced. You may also want to share your feelings about the event with them.

Crisis, grief, and stress counseling is available 24 hours a day, 7 days a week for you or a family member suffering persistent emotional or psychological problems related to an emergency. If you need help, call the United Way Helpline at 918-836-HELP.

BE READY!

for whatever . . .

From many sources, Tulsa Mayor's Citizen Corps has compiled this list of top 10 tips to survive disaster:

1. **PLAN:** Develop a household disaster plan for any type of emergency. Have a household meeting to discuss what members would do and how they would communicate in the event of an incident. Review and practice evacuation plans. Apartment residents should discuss emergency procedures with building managers.

2. **BUDDY:** Adopt an emergency buddy so you can look out for each other at home, school, and work.

3. **SUPPLIES:** Assemble a disaster supply kit with food, water, and first aid supplies to last 72 hours. Keep one at home, at work, and in your car. If you have special needs, be sure to discuss them with family, friends, neighbors, and employers.

4. **RADIO:** To stay informed, have a battery-operated radio with extra batteries. Get a NOAA emergency radio that will warn of impending storms.

5. **NUMBERS:** Keep a list of emergency contact numbers, including fire, police, and hospitals, near the phone.

6. **SHELTER:** Identify your shelter. Learn how to "shelter in place" and about community sheltering resources. Choose the best location at home, work, etc. to serve as your tornado safe place (this is usually a small center room away from windows). Build a tornado SafeRoom. Learn about loss-prevention techniques, such as hail-resistant roofs. Always avoid lightning when out-of-doors, and leave mobile homes or autos in windstorms or tornadoes.

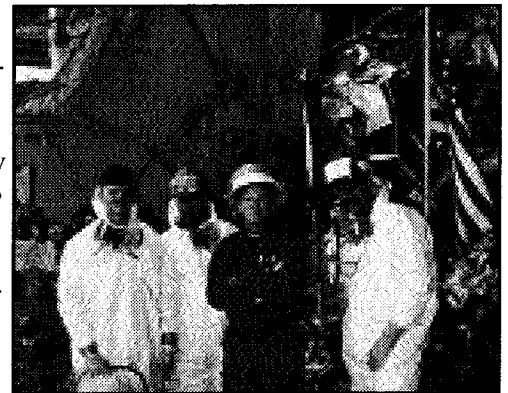
7. **EVACUATION:** In the event of a flood, learn where water is likely to rise, map out your best evacuation routes, and never drive into high water.

8. **CONTACT:** Contact neighbors to discuss their plans and needs and how you can help each other. Check with school officials to determine their plans for emergency procedures.

9. **AWARENESS:** Be aware of any suspicious activity and report it to authorities. "Suspicious activity" includes: seeing someone carrying a weapon in an unlawful manner, using verbal threats, or suspiciously exiting a secured, non-public area near a train or bus depot, airport, tunnel, bridge, government building, or tourist attraction; seeing or hearing someone use or threaten to use a gun or other weapon, place a bomb, or release a poisonous substance into the air, water, or food supply; seeing fire, smelling smoke or gas, or hearing an explosion; seeing someone forcibly taken or being held by someone holding a weapon or threatening violence; seeing a suspicious package abandoned in a crowded public place; seeing a suspicious letter or package in your mailbox.

10. **VOLUNTEER:** Schedule a course in first aid training and CPR; and work with your local fire department, emergency managers, and law enforcement to help expand CERT (Community Emergency Response Teams) training in your community. Join Tulsa Partners and help make Tulsa a disaster-resistant community. Join Citizen Corps and help mobilize for a safe community.

For more in-depth information, check out these web sites: <http://TulsaPartners.org>, www.fema.gov (FEMA), www.dhs.gov/dhspublic (Department of Homeland Security), www.tulsaredcross.org (American Red Cross), www.ojp.usdoj.gov/bja (Bureau of Justice Assistance), www.weprevent.org (National Crime Prevention Council), www.cdc.gov (Department of Health and Human Services Centers for Disease Control and Prevention), and www.CitizenCorps.gov.



Homeland Security Advisory System:

The Homeland Security Advisory System was designed to provide a comprehensive means to disseminate information regarding the risk of terrorist acts to federal, state, and local authorities and to the American people. This system provides warnings in the form of a set of graduated "Threat Conditions" that increase as the risk of the threat increases.

The greater the risk of a terrorist attack, the higher the threat condition. Risk includes both the probability of an attack occurring and its potential gravity.

Threat conditions are assigned by the Attorney General in consultation with the Assistant to the President for Homeland Security.

Threat conditions: What they mean

Severe

Red: Reflects a severe risk of terrorist attacks. Under most circumstances, the protective measures for a Severe condition are not intended to be sustained for long periods of time. Members of the public, in addition to the actions taken for the previous threat conditions, can avoid public gathering places such as sports arenas, holiday gatherings, or other high risk locations; follow official instructions about restrictions to normal activities; contact employers to determine status of work; listen to the radio and TV for possible advisories or warnings; and prepare to take protective actions such as sheltering in place or evacuation if instructed to do so by public officials.

High

Orange: This condition is declared when there is a high risk of terrorist attacks. In addition to the actions taken for the previous threat conditions, members of the public can review preparedness measures, including evacuation and sheltering, for potential terrorist actions that might include chemical, biological, and radiological attacks; avoid high profile or symbolic locations; and exercise caution when traveling.

Elevated

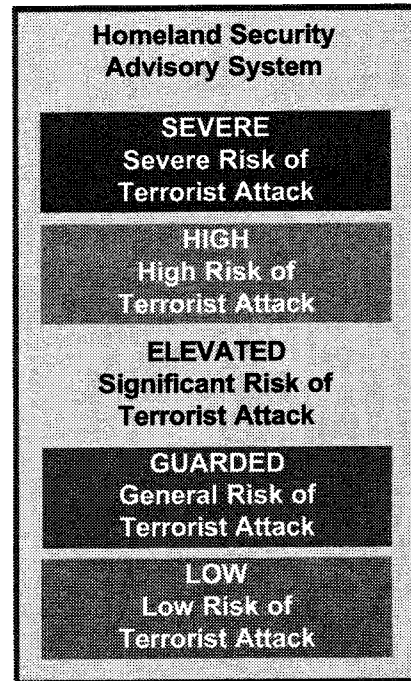
Yellow. This condition is declared when there is a significant risk of terrorist attacks. The public is advised to be observant of any suspicious activity; discuss plans with neighbors and schools; and update all household disaster plans.

Guarded

Blue. This condition is declared when there is a general risk of terrorist attack. Members of the public are advised to update their disaster supply kit; review their household disaster plan; hold a household meeting to discuss procedures and communication in the event of an incident.

Low

Green: This condition is declared when there is a low risk of terrorist attacks. The advice to the public under a "Low" advisory is to develop a household disaster plan and assemble a disaster supply kit.



Tulsa Project Impact/Mayor's Citizen Corps

Tulsa Project Impact and the Mayor's Citizen Corps are volunteer groups dedicated to building a disaster-resistant community. TPI uses written materials, special events and demonstration projects, to educate Tulsans on pre-disaster mitigation and loss prevention.

Sponsoring partners include the City of Tulsa and the Federal Emergency Management Agency. Volunteers include individuals, companies, schools, government agencies, and non-profit organizations - all working together to create a disaster-resistant society.

Tulsa Partners, Inc., a non-profit Oklahoma corporation, is a 501-C-3 and can receive tax-deductible donations that will be used for loss-prevention projects such as building SafeRooms for the poor.

The Mayor's Citizen Corps is an organization of volunteers working to create a prepared community, to defend against natural and man-made disasters, and to improve homeland security.

Tulsa Mayor's Citizen Corps operates under the guidance of Tulsa Mayor Bill LaFortune as part of the Tulsa Project Impact and Tulsa Partners programs for creating a disaster-resistant community.

The Executive Committee includes:

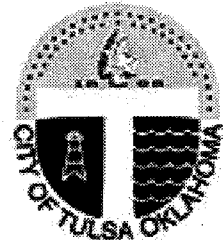
Sandy Cox, Bank of Oklahoma
Kathryn B. Hinkle, St. Simeon's Episcopal Home
Neal McNeill, retired, City Attorney
J. D. Metcalfe, retired, Street Commissioner
Bob Roberts, American Red Cross
Ron VanVoorhis, Simon Properties
John Westmoreland, retired, State Farm Insurance

For more information or to volunteer, contact:

Mayor's Citizen Corps
Tulsa Project Impact - Tulsa Partners
Ann Patton, Director
Room 532 City Hall
Tulsa OK 74103

To volunteer, call 918-585-5551

For more information, call 918-596-9626



Acknowledgment: Tulsa Project Impact gratefully acknowledges that text in this publication was excerpted from many sources, including the American Red Cross; the Federal Emergency Management Agency in Washington, D.C.; and "Talking About Disaster: Guide for Standard Messages," produced in 1999 by the National Disaster Education Coalition.

"Real homeland security doesn't deal only with the threat of terrorism. It also encompasses natural disaster and crime.

"The Mayor's Citizen Corps, Tulsa's grassroots homeland security program, trains volunteers in preparedness - for whatever may happen. Citizens are the first, first responders; they are in the trenches even before the emergency personnel can arrive.

"One goal of the Mayor's Citizen Corps is to lessen fear by creating a disaster-resistant community. When people get involved, they are naturally less worried and concerned because they know that there's a plan in place."

Tulsa Mayor Bill LaFortune

JOIN TODAY: Tulsa Partners building a disaster-resistant community.

Important Emergency Telephone Numbers

EMERGENCIES -

Police, Fire, & Emergency Medical Services

911

The Mayor's Action Center
Tulsa Area Emergency Management Agency
Mental Health, HELPLINE
American Red Cross, Tulsa Chapter
Southwestern Bell
AEP-Public Service Company of Oklahoma
Power Outages, downed wires
Poison Control Center (24 hrs)
Oklahoma Natural Gas Emergency Calls (24 hrs)
Tulsa Health Department
Metropolitan Environmental Trust

NON-EMERGENCIES

596-9222

918-596-2100
918-596-9899
918-836-HELP
918-831-1100
1-800-246-8464
1-888-216-3523
1-888-218-3919
1-800-222-1222
918-832-7800
918-582-9355
918-584-0584

Tulsa Project Impact/Mayor's Citizen Corps

To volunteer, call 918-585-5551

For more information, call 918-596-9626

e-mail: CitizenCorps@CityofTulsa.org

website: www.TulsaPartners.org



Tulsa Project Impact/Mayor's Citizen Corps
Room 532 City Hall
200 Civic Center
Tulsa, OK 74103