

Emergency Preparedness for the Army Community



**Army
Emergency
Management**

IIQDA-G-3/5/7
Army Asymmetric Warfare Office
Protection Division
Installation Preparedness Branch

**READY
ARMY**
GET A KIT ▶ MAKE A PLAN ▶ BE INFORMED



**Soldiers take care of Soldiers;
Army Families take care of
Army Families; and in the
Army, we take care of
each other.**

***Ready Army—preparing
Army communities today
for the hazards of tomorrow;
keeping America's
Army Strong!***

***Visit www.ready.army.mil
for more information.***

Ready Army

is the Army's proactive campaign to empower Soldiers, their Families, Army Civilians and contractors to prepare for all hazards. Through outreach and education, Ready Army calls our Army community to action and aims to create a culture of preparedness that will save lives and strengthen the nation.

There are a range of natural and manmade hazards that could affect you, and emergencies often leave little or no time to react. When emergencies occur, military and civilian organizations respond, but it takes time to mobilize, and they focus on the most critical needs first.

Remember, emergency preparedness is everyone's responsibility. You should get ready to take appropriate action during an emergency and manage on your own for at least three days afterwards. Ready Army provides the tools and standardized checklists to support you as you prepare.

***It's up to you.
Prepare Strong!***

Prepare Strong!

Think through the basics of preparing yourself and your Family for all hazards. This booklet provides guidance on planning, emergency actions, mass warning notification, reporting and accountability. You'll find targeted information for Army communities both at home and abroad in checklists, resources, and a detachable Family emergency plan template.

Preparing for emergencies brings peace of mind. And it could keep an emergency from becoming a disaster for you and your Family. Prepare Strong!

Take these three steps to get started—

Get a Kit

Get an emergency kit that includes enough supplies to meet your Family's essential needs for at least three days. Consider the basics of survival and the unique needs of your Family including pets. You may want to assemble emergency supply kits in your home, car and workplace. Your emergency kits must include water, food, first aid supplies, medicines and important documents.

Make a Plan

Make and practice your Family emergency plan, considering communication methods and emergency actions. You and your Family members may not be together when an emergency strikes. Planning ahead for various emergencies will improve your chances of keeping in touch, staying safe and quickly reuniting. Make sure everyone understands what to do, where to go and what to take in the event of an emergency.

Be Informed

Identify all hazards that can affect you and your Family. Emergencies can arise from weather and other natural hazards, industrial and transportation accidents, disease epidemics and terrorist acts. Anticipate the emergencies most likely to affect you and your Family in your geographical location. Knowing what to do can make all the difference when seconds count.

Get a Kit

When disaster strikes, emergency responders address the most critical needs first and may not be able to access an affected area until it is deemed safe. While responders work on behalf of the entire community, it is your responsibility to ensure your Family's well-being during times of crisis. Emergency kits are a critical tool for meeting that challenge.

To prepare your Family for an emergency, get one or more emergency kits that include enough supplies to meet your Family's essential needs for at least three days. Your emergency kits must include water, food, first aid supplies, medicines and important documents. Collect items specific to each member of your Family, consider special needs and pet supplies. Gather items that you own and supplement with items that can be purchased locally using the checklist below. Think reusable, multi-use and long lasting. For example, a brightly colored poncho can be used as water repellent clothing, a location marker, and two together can create a temporary shelter.



Your emergency kits will be useful for sheltering-in-place, evacuating, or moving to a shelter or designated safe haven. Keep a kit prepared at home, and consider having kits in your car and at work. These kits will enable you and your Family to respond to an emergency more quickly. Make your basic home emergency kit portable or create a second portable emergency kit with lightweight items to aid quick evacuation.

Necessary items for your basic emergency kit

- Water—at least one gallon per person per day for at least three days
- Food—nonperishable food for at least three days - select items that require no preparation, refrigeration or cooking such as high energy foods and ready-to-eat canned meat, vegetables or fruit
- Infant formula and diapers for young children
- Food, water, medication, leash, travel case and documents for any pets
- Manual can opener if food is canned, preferably on a multi-tool
- Handcrank or battery-powered:
 - Flashlight
 - All-Hazards/NOAA (National Oceanic and Atmospheric Administration) radio
 - Cell phone charger

- Extra batteries in sizes required
- First aid kit, N95- or N100-rated dust masks, disinfectant, prescriptions, medications, eye glasses or contacts
- Sanitation supplies such as moist towelettes, disinfectant and garbage bags
- Important documents including wills, medical and financial power of attorney, property documents, medical instructions insurance and military service records
- Your Family emergency plan and your command reporting information
- Emergency preparedness handbook and local maps



Additional items essential for those stationed abroad:

- Passports
- International drivers license
- Cash in local currency
- Card with local translations of basic terms
- Electrical current converter
- Birth abroad certificate for children born overseas

Many other items could prove helpful:

- Fire extinguisher
- Any tools needed to turn off utilities
- Matches or flint in a waterproof container
- Reusable plates, cups, utensils, saucepan and paper towels
- Brightly colored plastic poncho
- A weather-appropriate change of clothes for each person
- Sleeping bags or other weather-appropriate bedding for each person
- Paper and pencil
- Books, games, puzzles, toys and other activities for children
- Necessary items specific to each member of your Family, addressing special needs and pets
- Necessary items to a specific hazard common to your geographical location

Checklists for emergency supply kits, as well as fact sheets about emergency planning for children, pets and other special needs are available at www.ready.army.mil.

Every member of your Family should know where your emergency supply kits are located and be able to access them easily. Emergency kits should be evaluated regularly. Remember to update supplies periodically as water, food, first aid supplies, medicines and batteries will need to be refreshed.

Make a Plan

Making a plan is simple... think of the 5 W's!

- **Who:** Creating an emergency plan is a Family activity. Open a Family dialogue about preparedness and include all members in your preparedness planning. Consider special needs and pets. If you require medical assistance or special transportation for your Family or pets contact your local emergency manager prior to an emergency for advice.

Choose a contact person living elsewhere, whom you and your Family can contact if an emergency strikes when you are separated. Keep all contact information up to date and input to the Army Disaster Personnel Accountability and Assessment System (ADPAAS).

- **What:** Plan for all hazards that can affect your Family. Consider regional weather patterns and local industrial facilities. Think through each possible emergency situation and determine how your Family will respond.
- **Where:** Think about all the places you and your Family may be throughout the day, such as home, office, school, installation, and in transit. Establish plans for evacuation and meeting places. Discuss when to use your plans.
- **When:** Emergencies can happen anywhere, at anytime. Make your Family emergency plan immediately. Use the Family emergency plan template at the back of this booklet. Review your plan biannually and whenever there are major changes in your Family situation, schedule or activities.
- **Why:** Establishing and practicing a Family emergency plan will strengthen your Family and give you piece of mind that you have designated a procedure. Having a plan will enable your Family to respond to an emergency more quickly.

Practice Your Plan

Making an emergency plan is just the first step; you must practice it at least twice a year and adjust it to meet your current needs. Describe to Family members a hypothetical event and tell them to follow the Family emergency plan. Practice gathering your emergency kit and important documents, communicating with one another and meeting at a designated place. Afterwards, discuss the actions you took and how the plan would change in a different type of emergency. Update your plan to incorporate any lessons learned.



Be Informed

In this era of persistent conflict, you must identify and learn about all hazards that could affect you and your Family. Emergencies can arise from weather and other natural hazards, industrial and transportation accidents, disease epidemic and terrorist acts. Your Family emergency plan and emergency kits will be useful regardless of the hazard. In many cases, the same protective alternatives apply: temporarily shelter-in-place, evacuate, or move to a civilian shelter or designated safe haven. Knowing what to do can make all the difference when seconds count.

Anticipate the emergencies most likely to affect you and your Family, know the appropriate response measures and local evacuation routes. Learn about related procedures including mass warning and notification and the Army Disaster Personnel Accountability and Assessment System (ADPAAS).



Living abroad presents additional preparedness challenges including potential language barriers, unfamiliar local procedures and less familiar weather patterns. Learn the local emergency telephone numbers. These numbers may differ on and off installation. Be aware when living abroad, your emergency kit will need to include additional items specific to your locality such as currency, a map and phrases in the local language. Specific advice for living abroad is available at the Ready Army website, including information about Noncombatant Evacuation Operations.

Remember, where ever you live, being informed includes all measures to protect your Family. Think broadly about the steps you can take to prepare yourself for an emergency. Stay current with inoculations and ensure you are keeping up to date with medical advice on emergent issues.

Notification and Emergency Actions

Taking appropriate action is important to your safety during an emergency. Understand your local mass warning and notification systems. When notified or earlier if you choose, be prepared to evacuate, move to a civilian shelter or designated safe haven, or temporarily shelter-in-place. Check with your local emergency manager to confirm your community's notification and emergency action procedures.

- **Mass Warning Systems:** Each local community is responsible for warning the public of impending danger due to an emergency. Army installations provide on-base mass warning and notification procedures. Overseas, these procedures often include warning Family members living off the installation, ideally in cooperation with local or host-nation authorities.

In the United States, the main agencies that warn of natural hazards are the National Weather Service (NWS) and the U.S. Geological Survey (USGS). NWS uses the following terms for specific natural hazards:

- ▼ **Warning**—A hazardous event is occurring or imminent. Take immediate protective action.
- ▼ **Watch**—Conditions are favorable for a hazard to develop or move in. Stay alert.
- **You may be notified by the following:**
 - ▼ A voice announcing system using exterior speakers, commonly termed “Giant Voice,” and interior speakers or sirens.
 - ▼ Emergency Alert System (EAS) broadcasts on the radio or TV.
 - ▼ Interactive, community notification systems providing voice and/ or data messages to multiple receivers—telephones, cellular phones, pagers, e-mail, etc.
 - ▼ An administrative broadcast across the Army computer network that overrides applications, thereby reaching all Army users almost instantly.
 - ▼ Sirens with varying patterns depending on the type of emergency broadcast throughout the installation.

- **Evacuation:** Understanding If advance warning and other circumstances permit, the preference for non-essential and non-emergency personnel on installations is to evacuate. Specified evacuation routes and transportation methods should be part of your Family emergency plan. Installation emergency management organizations have plans and procedures to direct evacuation or movement of personnel and Family members to safe havens or civilian shelters.



If you live off installation, follow instructions from local authorities. Do not wait till the last minute to evacuate and never ignore an evacuation order.

Safe and effective evacuation requires planning ahead—there may be little or no advance warning. You should plan primary and alternative evacuation routes in advance, with appropriate maps stored in your portable emergency supply kit.

- **Moving to Civilian Shelter:** A shelter is a publicly identified, certified, supplied, staffed and insured mass care facility where displaced people can find temporary protection for a limited time. Army installations coordinate shelter needs with appropriate state, local, host-nation and private agencies. The American Red Cross is the principal U.S. resource for development, management and operation of certified shelters.
- **Moving to Designated Safe Haven:** A local safe haven is a facility that provides temporary protection during sudden incidents, such as earthquakes and tsunamis. A remote safe haven is a geographically distant facility, typically a DoD installation, that provides short- to medium-term lodging of displaced personnel during large-scale incidents, such as hurricanes and extended wildfires. Know your designated safe haven location and associated procedures.

- **Sheltering-in-Place:** In some instances, when there is a short- or no-notice emergency such as a hazardous materials event, you may be directed to shelter-in-place. Sheltering-in-place requires you to take temporary protection in a structure or vehicle, typically your workplace or residence. Know how each hazard will affect your shelter-in-place location. Learn where your workplace preferred SIP location is situated.

Reporting Your Accountability Status

After an emergency, all Army-affiliated personnel (Soldiers, Family members and Civilian employees) are to report their status to their command at the first available opportunity. In some cases, the Secretary of Defense will direct all DoD-

affiliated personnel in the affected area to report their accountability status as soon as possible. When this happens, if you have access to the Internet you are to report your status online through the Army Disaster Personnel Accountability and Assessment System (<https://adpaas.army.mil>). ADPAAS provides a way for Army personnel and their Families in disaster-affected areas to report their status, complete a needs assessment, and update current contact/location information. It also provides commanders a means to assess the impact of the disaster on Soldiers and their Families and provide assistance where needed. You may also report your situation through your chain of command or by using one of the established call centers or hotlines listed on page 17.

If you cannot get online, the Army Info Hotline, Army OneSource and Military OneSource have established hotlines that you can call to relay messages to your command and to others who may be concerned about your welfare. Ensure that you and your Family are accounted for, express how you were affected by the event and receive help as needed. Reporting not only maintains accountability, but also provides our deployed Soldiers peace of mind that their Family is safe so they can focus on the mission at hand.

For further information on ADPAAS, visit the Ready Army website or direct questions to adpaas@conus.army.mil.

Additional Considerations for Those Living Abroad

- Learn the local emergency telephone numbers. These numbers may differ on and off installation. Ensure all Family members know the appropriate emergency numbers and include them in your emergency plan.
- If you live off base, plan with host-nation neighbors to keep informed throughout emergencies. Local media may cover an emergency before Armed Forces Network (AFN) television/radio.
- If you live off base, threat levels or varied other circumstances may keep you from getting on base for day-to-day activities following an emergency. Keep local currency, know alternative places to shop and learn basic phrases in the local language.
- A rendezvous point may require more thought and ingenuity than when living within the United States. Remember, a contact person in country but in a different city is less likely to be affected by the same event.
- For any emergency that occurs “outside the fence,” response (evacuation, shelter instructions, etc.) will be led by the local government. Cooperate with the host-nation responders, and follow their instructions.
- The U.S. Department of State (www.travel.state.gov) provides a range of resources for Americans traveling abroad.

NEO

Korea is currently the only Army region that participates in Noncombatant Evacuation Operations (NEO), conducted to assist the U.S. Department of State in evacuating US citizens, Department of Defense civilian personnel, and designated host nation and third country nationals from locations in a foreign nation to an appropriate safe haven. Be prepared to participate in NEO and recognize that NEO is only one part of preparing your Family for emergencies.

Be Part of the Solution

Every step you take to prepare yourself and your Family strengthens the community. Consider getting involved by taking first aid training, becoming a certified first responder, assisting The Salvation Army or participating in Community Emergency Response Teams (CERT). No matter where you are when an emergency strikes—

- Leave emergency response to the professionals. Do not put yourself in danger.
- Put your Family emergency plan into action.
- Enable responders to focus on the most critical needs first.
- Remain flexible and cooperative. Stay alert for instructions.
- Take care of yourself and your Family; help neighbors and visitors if you can.

Recovery

The Army has a range of resources to assist you following an emergency. Your local health professionals, Family support groups and chaplains can provide helpful information and guidance to speed your recovery.

If you or your Family has been affected by a declared emergency, the resources below are available to you.

- **Army Disaster Personnel Accountability and Assessment System**—<https://adpaas.army.mil>
The Army's accountability tool for reporting your status. You can also request support following an emergency.
- **Army OneSource**—www.myarmyonesource.com
Contains a useful locator for Family programs, services and resources which may be helpful following an emergency.
- **The United States Army Chaplaincy**—www.chapnet.army.mil
Spiritual leadership for the Army Family.
- **Tragedy Assistance Program for Survivors (TAPS)**—www.taps.org
Grief support services and resources for survivors and caregivers.
- **Army Emergency Relief**—www.aerhq.org
Emergency financial assistance, not just for disasters.
- **Safe and Well List**—<https://disastersafe.redcross.org>
A way for disaster victims to communicate their well-being with Family members.
- **Recover and Rebuild**—www.fema.gov/rebuild/index.shtm
General information and resources for individuals impacted by disasters.

Special Needs

Every Family is unique and our life circumstances can change. Be sure to update your emergency plans and kits to reflect your current needs, even if the change is temporary.

Remember that people with long-term or temporary disabilities must take a proactive approach to ensure that their safety needs are included in all emergency planning. Those with physical disabilities can have complications during emergency evacuations. Those with visual, hearing or mental disabilities may have difficulty leaving familiar surroundings. Others with medical conditions may be dependent on devices or medications that need to travel with them.

To adequately prepare for possible emergencies, consider making the following arrangements.

Get a Kit

- Make sure your emergency kit includes items specific to your special needs such as eyeglasses, medication, oxygen, catheters, food for service animals and batteries for necessary mechanical aids.

Make a Plan

- Prepare any instructions you need to give rescuers or others who may be around you. Practice giving concise verbal directions, or carry written instructions with you at all times. If you are physically disabled, study the evacuation procedure of any building from which you might evacuate. If necessary, know if and where an Evacuation Chair (EVAC+CHAIR) is located, and ensure several others know how to operate it.
- Establish a personal support network where you regularly spend time. Have at least three people at each location that can give assistance. Teach them how to operate any necessary equipment and where it is stored. Label equipment and attach instructions as a backup.
- If you use electrical equipment, plan how you will deal with a power outage, for instance, keeping a manual wheelchair for use if your electrical wheelchair becomes inoperable. Consider having backup equipment stored at your evacuation location or places where you spend a lot of time.

Be Informed

- Look into special assistance programs that may be available in your community. Register with the Army installation or local office of emergency services, local fire department and local utilities to get priority assistance. If you receive care through an agency, ask about its plans to provide care during and after an emergency. Know more than one location of a medical facility that provides the services you need.

Get Involved

Everyone has a role in preparedness. Prepared individuals build stronger communities. In an emergency, you may be in a position to provide help to your Family and those in your community. There are opportunities for you to get first aid and emergency response training, volunteer to support your community and share preparedness information with others. Taking an active role in preparedness will make you an asset before, during and after an emergency.

Train

Communities that are trained can more effectively prepare and respond to emergencies. In an emergency, you might be the first person on the scene. You may want to participate in locally offered first aid or Community Emergency Response Teams (CERT) courses. Training will teach you the appropriate emergency response.

Volunteer

Consider giving back to your community by making a donation of time and resources to local volunteer organizations. Make your availability known before an emergency strikes. Your installation Family Readiness Group (FRG), United Services Organization (USO), Salvation Army and American Red Cross can use your support.

Share

Consider integrating emergency preparedness into your existing activities. Sharing preparedness with others especially children, will benefit your community. If you work in any of these areas you may find preparedness a natural fit!

emergency management	medicine	Family support organizations
safety	education	childcare
law enforcement	public affairs	personnel
fire and emergency services	chaplaincy	housing

Volunteer organizations such as the YMCA, Big Brothers and Big Sisters of America, Boys and Girls Clubs of America might want to get involved in preparedness activities, like Ready Army's Prepared Kids Competition!

Prepared Kids!

Everyone has a role in preparedness, including children.

As emergencies affect the entire Family, make your children a part of preparedness planning. Build your emergency kit as a Family and talk to your children about what types of emergencies might happen in your area. Make sure they understand the Family emergency plan and what their role is during an emergency. Preparing children for emergencies is important to their safety and emotional well being.

- Discuss local weather patterns to develop hazard awareness.
- Make it fun. Create a list together and have a scavenger hunt to gather supplies for your emergency kit. Make children familiar with where the kit is stored.
- Establish a Family meeting place, and ensure your kids know exactly where it is. Develop your evacuation procedure as a Family so your children understand where you are going and why.
- Identify trusted people to assist your children until your Family reconnects. Develop a communications procedure as a Family by writing down all the phone numbers you and your kids will need, as well as how to get in touch with each other if you are separated.
- Practice your Family emergency plan regularly. Teach children what you might do as a Family in different emergency situations. Let your kids ask questions and give their opinions regarding your plan's effectiveness.

Ready Army provides age-appropriate preparedness activities for children and connects you to materials provided by DHS Ready and Sesame Workshop. Use all of these tools and activities to support your preparedness dialogue and planning actions.

Ready Army's Prepared Kids Competition is a fun and creative way for children and teens to get involved in preparedness activities. Prepared Kids provides a venue just for Kids (eighteen years of age and under) to become part of the Ready Army campaign by creating products and sharing their unique perspectives on preparedness. Ready Army will spotlight Prepared Kids entries throughout the year, highlighting the outstanding contributions our children make to the strength of the Army. Winning entries are announced in September, during National Preparedness Month, and incorporated into the Ready Army campaign to inspire Army Families all over the world to Get a Kit, Make a Plan, Be Informed. Visit www.ready.army.mil for competition terms and important dates.

Resources

The following Internet sites offer more information, checklists and guidance, including links to training.

Ready Army (www.ready.army.mil)—Your complete web resource for emergency preparedness information, checklists, helpful resources and children’s activities with links to other useful web resources.

Ready Campaign (www.ready.gov)—Our partner campaign, sponsored by the U.S. Department of Homeland Security.

- *Listo America* (www.listo.gov/america) is the Spanish version of Ready.gov
- *People with Disabilities and Other Special Needs* (www.ready.gov/america/getakit/disabled.html) provides information and an instructional video

American Red Cross (www.redcross.org)—Information on preparedness, training, assistance and giving.

- *Safe and Well List* (<https://disastersafe.redcross.org>) provides a way for disaster victims to communicate their well-being with Family members

Centers for Disease Control and Prevention (www.cdc.gov)—CDC falls under the U.S. Department of Health and Human Services.

- *Emergency Preparedness and Response* (www.bt.cdc.gov) provides information on agents, diseases and other threats

Citizen Corps (www.citizencorps.gov)—Provides opportunities to prepare, train and participate in community exercises and support local emergency responders.

- *Community Emergency Response Team (CERT) Program* (www.citizencorps.gov/cert) educates people about disaster preparedness and trains them in basic disaster-response skills

Federal Emergency Management Agency (www.fema.gov/plan)—FEMA’s “Plan Ahead” site offers information on the range of natural and manmade disasters and guidance for protecting your Family and property.

- *Are You Ready?* (www.fema.gov/areyouready) is a comprehensive online and downloadable guide on individual, Family and community preparedness
- *Training* (www.fema.gov/prepared/train.shtm) offered by audience and topic designed for those with emergency management responsibilities and the general public

PandemicFlu.gov/AvianFlu.gov (www.pandemicflu.gov)—The most current information on pandemic and avian flu from the U.S. Department of Health and Human Services.

World Health Organization (www.who.int)—Resources for epidemic and pandemic alert and response.

Army OneSource (www.myarmyonesource.com)—Your home for general Army resources.

Family Emergency Plan

Your Family may not be together when disaster strikes, so plan what you will do in different situations and plan how you will contact one another.

Family Evacuation Procedure

Where the Family will meet near home:

_____ Phone (if any): _____

Alternate meeting place if access to home is blocked:

_____ Phone (if any): _____

Family Communications Procedure

- Fill in the information below. Add other important information to suit your Family's circumstances.
- Keep this plan with your emergency supplies kit, along with your command's standard and emergency reporting procedures.
- Make sure every Family member has the most important contact information for each other.

Where The Family Spends Time

Work:

Address: _____

Phone: _____ Evacuation Location: _____

Work:

Address: _____

Phone: _____ Evacuation Location: _____

School:

Address: _____

Phone: _____ Evacuation Location: _____

School:

Address: _____

Phone: _____ Evacuation Location: _____

Other:

Address: _____

Phone: _____ Evacuation Location: _____

Other:

Address: _____

Phone: _____ Evacuation Location: _____

Contact Information

Out of Town Contact: _____ Phone: _____

E-Mail: _____ Alternate Phone Number: _____

Family Members

Name: _____ Birth Date: _____ Social Security #: _____

Drivers License #: _____ Passport #: _____

Prescriptions/Medical Information: _____

Name: _____ Birth Date: _____ Social Security #: _____
 Drivers License #: _____ Passport #: _____
 Prescriptions/Medical Information: _____

Name: _____ Birth Date: _____ Social Security #: _____
 Drivers License #: _____ Passport #: _____
 Prescriptions/Medical Information: _____

Name: _____ Birth Date: _____ Social Security #: _____
 Drivers License #: _____ Passport #: _____
 Prescriptions/Medical Information: _____

Name: _____ Birth Date: _____ Social Security #: _____
 Drivers License #: _____ Passport #: _____
 Prescriptions/Medical Information: _____

Name: _____ Birth Date: _____ Social Security #: _____
 Drivers License #: _____ Passport #: _____
 Prescriptions/Medical Information: _____

Insurance Policy Numbers

Mental/Dental: _____ Homeowners/Renters: _____
 Automobile: _____ Life: _____

Provisions for Utilities

In various emergency situations, whether you evacuate or shelter-in-place, you may be advised to cut off ventilation systems or utilities. Write the locations of, and instructions for, these controls and any tools necessary to change them. (Like fire and evacuation plans, this is a good thing to review and practice with the whole Family.)

Electricity: _____ Gas: _____
 Water: _____ Ventilation: _____

Important Records

Use these checklists to help collect important papers to keep with your emergency supplies kit for ready access in case of evacuation.

Personal

- Military ID cards
- Birth certificates
- Social Security cards
- Passports
- Citizenship papers
- Marriage licenses, divorce records
- Vehicle registration/ownership records
- Medical records
- Power(s) of attorney (personal/property)
- Wills

Financial

- Bank/credit union statements
- Credit/debit card statements
- Income records (including government child support and alimony)
- Mortgage statement or lease
- Bills (electricity, gas, water)
- Health insurance cards and records
- Other insurance records (auto/property/life)
- Tax returns, property tax statements
- Investment/retirement account records

Accountability Reporting Information

Army Disaster Personnel Accountability and Assessment System (ADPAAS):

<https://adpaas.army.mil>

Army Info Hotline: 1-800-833-6622

Army OneSource

Within CONUS: 1-800-464-8107
 Outside CONUS (Collect) 484-530-5980
 (Toll-Free) 800-3429-6477

Hearing-impaired callers & TTY/TTD: 1-800-364-9188

Spanish-speaking callers: 1-888-732-9020 / 1-877-888-0727 / 1-877-255-7524

Military OneSource

Within CONUS (24/7): 1-800-342-9647



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