

Unity • Patience • Sacrifice • Honor • Peace • Life • Security • Hope • Tribute •
Happiness • Recovery • Adversity • Response • One Nation • America • Suffer • Incomparable • Symbolism • Unity • Harmony •
Bravery • Dedication • Leadership • American • Diligence • Truth • Independence • Democracy • Freedom • Choice •
Courage • Endurance • Brotherhood • Spirit • Comradery • Bravery • Hero • Kinship



DEDICATION:

This emergency preparedness guide is dedicated to those who lost their lives during the tragic events of September 11, 2001. It also honors those selfless firefighters, police officers and rescue workers who responded so diligently. They are indeed, true American heroes.





MESSAGE FROM CHIEF WILLIAM PETERSON:

Helping our citizens learn how to be prepared for emergencies is a priority at the City of Plano Fire Department. As a result, we have produced this all-hazards guide on emergency preparedness to generate public awareness and encourage you to develop your own readiness initiatives for your family. We hope that this all-hazards guide will prepare you and your family to be self-reliant for a period of 72 hours following a major disaster.

After a disaster, local officials and relief workers will be on the scene, but they cannot reach everyone immediately. You could get help in hours, or depending on the nature of the emergency, it may take days. In addition to providing readiness tips, this guide is designed to provide valuable information to your family on coping with the emergency until help arrives. Please keep this booklet in an easy-to-find location so you may reference it often and stay abreast on how to keep your family safe.



TABLE OF CONTENTS

Your Home Safety Plan	4
Emergency Supply Kit	4
Identifying and Eliminating Hazards	10
Home Evacuation	12
Home Warning and Safety Devices	13
Severe Weather Readiness	15
Outdoor Warning Sirens	17
Calling 911	18
Special Considerations for Persons with Disabilities	19
CPR Training	20
Homeland Security Advisory System	23
Plano Police Department Crime Watch	25
What is a C.E.R.T.?	26
Import Telephone Numbers	27
Social Service Organizations	28
Local Emergency Contacts	29
Notes	30
Special Thanks	31
Index	32

WATER

Use bottled water or store tap water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles.

CHECK LIST

- Store one gallon of water per person per day (two quarts for drinking, two quarts for food preparation/sanitation).
- Keep at least a three-day supply of water for each person in your household.

FOOD

Store at least a three-day supply of non-perishable food. Select foods that require no refrigeration, preparation or cooking and little or no water. If you must heat food, pack a can of sterno. Select food items that are compact and lightweight.

Include a selection of the following foods in your Emergency Supply Kit.



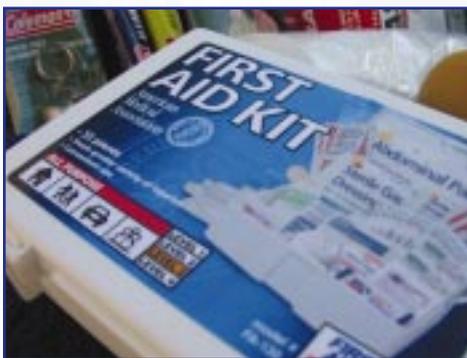
Water is essential to include in your supply kit, along with foods that won't spoil easily. Also, don't forget to include baby food and formula if an infant is a member of the household.

CHECK LIST

- Ready-to-eat canned meats, fruits and vegetables
- Canned juices, milk, soup (if powdered, store extra water)
- Staples such as sugar, salt and pepper
- High energy foods such as peanut butter, jelly, crackers, granola bars and trail mix
- Vitamins
- Foods for infants, elderly persons or persons on special diets

FIRST AID KIT

FEMA and the American Red Cross recommend the following items to include in your first aid kit. *(Note: assemble a first aid kit for your home and for your car)*



First aid kits are available at most drug/grocery stores or home improvement centers. Be sure that the kit you select is well equipped with sufficient supplies for the number of people in your household.

CHECK LIST

- Sterile adhesive bandages in assorted sizes
- 2-inch sterile gauze pads (4-6)
- 4-inch sterile gauze pads (4-6)
- Hypoallergenic adhesive tape
- Triangular bandages (3)
- 2-inch sterile roller bandages (3 rolls)
- 3-inch sterile roller bandages (3 rolls)
- Scissors
- Tweezers
- Needle
- Moistened towelettes
- Antiseptic
- Thermometer
- Tongue blades (2)
- Tube of petroleum jelly or other lubricant
- Assorted sizes of safety pins
- Cleansing agent/soap
- Rubbing alcohol/peroxide
- Latex gloves (2 pair)
- Sunscreen
- Non-prescription drugs

CLOTHING AND BEDDING

Include at least one complete change of clothing and footwear per person.

CHECK LIST

- Sturdy shoes or work boots
- Socks
- Hat and gloves
- Rain gear
- Thermal underwear
- Blankets or sleeping bags
- Sunglasses

TOOLS AND SPECIALTY ITEMS

Make sure your supply kit contains basic tools and necessities that might prove to be extremely beneficial during an emergency.



You never know when a wrench, pliers, duct tape and other items may come in handy. It's best to be prepared for the unexpected.

CHECK LIST

- Mess kits, or paper cups plates and plastic utensils
- Emergency preparedness manual
- First aid manual
- Battery-operated radio, weather radio and extra batteries
- Flashlight and extra batteries
- Cash or traveler's checks, change
- Non-electric can opener, utility knife
- Fire extinguisher: small canister - ABC model
- Tube tent
- Pliers
- Tape
- Compass
- Matches in waterproof container
- Aluminum foil
- Plastic storage containers
- Signal flare
- Paper, pencil
- Needles, thread
- Medicine dropper
- Shut-off wrench to turn off household gas and water
- Whistle
- Plastic sheeting
- Map of area

SPECIALTY ITEMS FOR SANITATION:

Including personal hygiene products and supplies will help keep your living area sanitized. Don't overlook this area, and be sure to include adequate supplies for your household.

CHECK LIST

- Toilet paper
- Soap, liquid detergent
- Personal hygiene items and feminine supplies
- Plastic bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Disinfectant
- Household chlorine bleach

SPECIALTY ITEMS FOR BABY:

Supplies for the "little ones" should not be forgotten. Babies needs must also be considered. Be sure to assess your baby's age, as well as health and nourishment requirements when preparing your emergency supply kit.

CHECK LIST

- Formula
- Diapers
- Bottles
- Baby food
- Medications

SPECIALTY ITEMS FOR ADULTS:

Remembering to include prescription drugs or a spare pair of eye glasses can be a critical item for an adult member of the family. Talk with your family members about their individual personal requirements to make sure those "must haves" are in your kit.

CHECK LIST

- Heart and high blood pressure medications
- Insulin
- Prescription drugs
- Denture needs
- Contact lenses and supplies
- Extra eye glasses

SPECIALTY ITEMS FOR ENTERTAINMENT:

Beat boredom with cards, board games or battery-operated, hand-held games to help pass time.

CHECK LIST

- Games and books

IMPORTANT FAMILY DOCUMENTS

Oftentimes these items get left behind, destroyed or damaged during a disaster. Keep your important records safe by making duplicates and putting them in an accessible place or portable container. Also make sure your container is waterproof to help prevent damage.

CHECK LIST

- Will, insurance policies, contracts, deeds, stocks and bonds
- Passports, social security cards, immunization records
- Bank account numbers
- Credit card account numbers and companies
- Inventory of valuable household goods, important telephone numbers
- Family records (birth, marriage, death certificates)



IDENTIFYING AND ELIMINATING HAZARDS

ELECTRICAL HAZARD PREVENTION TIPS

The Plano Fire Department and USFA would like residents to know there are simple steps they can take to prevent the loss of life and property resulting from electrical hazards.

CHECK LIST

- Replace frayed or cracked extension and appliance cords, prongs and plugs.
- Make sure there is only one plug per outlet. If extension cords are used, make sure they are Underwriter's Laboratories (UL) approved.
- Cover exposed outlets and wiring.
- Repair or replace appliances that overheat, short out, smoke or spark.

CHEMICAL HAZARD PREVENTION TIPS

Be aware of chemically hazardous materials in your home. Take inventory of potential chemical and hazardous substances. Learn how to contain and store them properly to keep them out of harm's reach.

CHECK LIST

- Store flammable liquids such as gasoline, acetone, benzene and lacquer thinner in approved safety cans away from sources of ignition.
- Keep combustible liquids such as paint thinner, kerosene, charcoal lighter fluid and turpentine away from heat sources.
- Store oily waste and polishing rags in covered metal cans.

FIRE HAZARD PREVENTION TIPS

Many fires can be avoided by following these helpful prevention tips. Take a minute to review these suggestions with the members of your household to help everyone understand that hazards can be avoided – if everyone takes the proper precautions.

CHECK LIST

- Be safe when you cook. Never leave cooking unattended. Keep the stovetop clean and free of clutter. Also, make sure countertop appliances and cords are in good condition.
- Use candles safely. Never leave burning candles unattended—extinguish all candles when you leave the room or go to bed. Keep candles away from children's reach. Use candleholders that are sturdy and won't tip over easily.
- Remember the three feet rule! Place any heat producing items, such as candles and space heaters, at least three feet away from anything that can burn.
- Keep matches and lighters locked up high, away from children's reach.
- Have a professional clean and inspect chimneys, flue pipes and vent connectors, and gas vents annually.

SAFETY EQUIPMENT

Having the proper safety equipment in your home is another important way to keep your family safe. Properly working smoke detectors and fire extinguishers can make a critical difference during household emergencies.

CHECK LIST

- Install at least one smoke alarm in each sleeping area, as well as common areas. Replace the alarm's battery at least once a year.
- Keep at least one fire extinguisher (standard ABC model). Maintain and recharge the extinguisher according to the manufacturer's instructions. Make sure all family members know where it is kept and how to use it.

FIRE EVACUATION PLAN

USFA estimates that more than 4,000 Americans die each year in fires and more than 25,000 are injured. Deaths resulting from failed emergency escapes are particularly avoidable.

The Plano Fire Department encourages residents to develop an escape plan that allows them to get out quickly. Advance evacuation planning can reduce fire deaths and help protect your family's safety.

ESCAPE PLAN TIPS

- Plan your escape:** Sit down with your entire family and plan your escape.
 1. Draw a floor plan of your home.
 2. Identify two ways out of every room.
 3. Designate a meeting place.
- Practice your plan:** Practice escape plans at least twice a year, during the day and at night.
- Never open doors that are hot to the touch:** When you come to a closed door, use the back of your hand to feel the top of the door, the doorknob, and the crack between the door and door frame to make sure that fire is not on the other side. If it feels hot, use your secondary escape route.
- Security bars require special precautions:** Windows and doors with security bars must have quick release devices to allow them to be opened immediately in an emergency.
- Home Escape Ladders:** Consider purchasing home escape ladders if your residence is a multi-level unit. Make sure everyone in the family practices how to use the ladders properly and knows where they are stored.
- Leave the house immediately:** When a fire occurs, do not waste time saving property. Take the safest exit route, but if you must escape through smoke, remember to crawl low, under the smoke and keep your mouth covered. The smoke contains toxic gases which can disorient you or, at worst, overcome you.
- Once out, stay out:** Remember to escape first, and then notify the fire department by dialing 9-1-1. Never go back inside a burning building.

HOME WARNING AND SAFETY DEVICES

SMOKE ALARMS

At least one smoke alarm should be installed on every level of your home and outside of sleeping areas. It's a good idea to have a smoke alarm in each bedroom, especially if you sleep with the door closed. Test the smoke alarm each month and replace the battery at least once a year. Purchase smoke alarms labeled by the Underwriter's Laboratories (UL) or Factory Mutual (MU).



CARBON MONOXIDE (CO) DETECTORS

There are a few hundred carbon monoxide (CO) fatalities annually, and many where people suffer flu-like symptoms from CO exposure. You can improve the chances that your family will survive a home CO leak by installing CO detectors and knowing what to do if they sound. CO detectors should be located near bedrooms.



HOME WARNING AND SAFETY DEVICES

FIRE EXTINGUISHERS

Portable home fire extinguishers can save lives and property by putting out small fires, or containing them until the fire department arrives. Install ABC type fire extinguishers in the home and teach family members how to use them. Make sure you keep extinguishers maintained and be mindful of expiration dates. ***Remember, if you use the extinguisher, call the fire department to inspect the fire site — even if you're sure you've extinguished the fire.***



WEATHER RADIOS

Consider purchasing a special "weather radio," featuring the new Specific Area Message Encoding (S.A.M.E.) technology. These radios tune into the National Weather Service broadcasts and can be programmed to receive official warnings, watches and statements that affect counties in your area. EAS broadcasts may include warnings about weather and technological emergencies, including tornadoes, hurricanes, toxic chemical spills, radiation emergencies, explosions and fires, and other disasters that require immediate public notification.



SEVERE WEATHER READINESS

WATCHES are usually issued by the National Weather Service when tornadoes, severe thunderstorms/lightning or potential floods are possible in the area. Remain alert for approaching storms or floods. This is time to remind family members where the safest places within your home are located, and listen to the radio or television for further developments.

WARNINGS are issued when there have been actual sightings, reports or indications by weather radar that tornadoes, severe thunderstorms/lightning and/or floods are imminent.

Postpone outdoor activities if thunderstorms are imminent. Coaches of outdoor sports teams should have a NOAA weather radio with S.A.M.E. technology and tone-alert features during practice sessions and games.

Threatening weather can endanger athletes, staff, and spectators. Postponing activities is the best way to avoid being caught in a dangerous situation.

DEVELOP A COMMUNICATIONS PLAN

One of the best ways to prepare for emergencies or severe weather is to develop a communications plan before a disaster occurs.

- Meet with your family and discuss why you need to prepare for disaster. Explain the dangers of fire and severe weather to children. Plan to share responsibilities and work together as a team.
- Discuss the type of disasters that are most likely to happen. Explain what to do in each case. (See Plano Hazard Analysis at front of this guide)
- Pick a place to meet. For example, near your home or outside your neighborhood in case you can't return home. Everyone must know the address and phone number.

THUNDERSTORMS/LIGHTNING

Readiness Tips

- Learn the thunderstorm danger signs.
 - Dark, towering or threatening clouds
 - Distant lightening and thunder



Photo, copyright William Reid

TORNADOES

Readiness Tips

- Conduct tornado drills each tornado season. Designate an area in the home as a shelter, and practice having everyone in the family go there in response to a tornado threat.
- Discuss with family members the difference between a tornado watch and a tornado warning.
- Contact the Plano Fire Department or American Red Cross chapter for more information on tornadoes.
- Have emergency supplies on hand.



Photo, copyright Martin Lisius

During a tornado, if at home:

- Go at once to a windowless, interior room; storm cellar; basement; or lowest level of the building.
- If there is no basement, go to an inner hallway or smaller inner room without windows, such as a bathroom or closet.
- Get away from the windows.
- Go to the center of the room. Stay away from corners because they tend to attract debris.
- Get under a piece of sturdy furniture such as a workbench or heavy table or desk and hold on to it; otherwise use your arms to protect head and neck.
- If in a mobile home, get out and find shelter elsewhere.
- If in a car, do not get under an overpass or bridge. Get out of the car immediately and take shelter in a nearby building, ditch or low-lying area away from the vehicle.

OUTDOOR WARNING SIRENS

The City of Plano has installed an extensive Community Outdoor Warning System to help alert citizens of a variety of emergencies including severe thunderstorms, tornadoes, flash flooding and hazardous material incidents. The warning system will emit a loud, wailing siren tone when the outdoor public needs to be notified that an emergency situation has affected or is approaching the City of Plano and they should seek shelter and further information immediately.

The most common Community Outdoor Warning System activation revolves around weather-related emergencies. It is not recommended that citizens inside their homes rely on the Community Outdoor Warning System to alert them to hazardous emergencies. The same insulation and sound-proofing that keeps street noise from penetrating dwellings will most likely keep any siren tones from being heard inside homes and businesses.

It is recommended that all residents keep an approved NOAA Weather Radio inside their homes or businesses so as to alert them to Watches or Warnings that could impact their surroundings. These radios will run on electricity but also have battery backups in the case of power outages. In addition, most radios are programmable and will allow the owner to select specific counties in which they wish to monitor.

WARNING SIGNALS

There are four types of warning you may hear. It is important to become familiar with the warning signals. All will be followed by a voice message advising you of the nature of the emergency.

- Tornado Warning** - Wailing siren, five minutes in duration.
- Hazardous materials incident** - Wailing siren, two minutes in duration.
- Civil Defense Warning** - Wailing siren, two minutes in duration.
- Thunderstorm Warning** - Air horn signal, two seconds, four times in duration.

The Outdoor Community Warning System will be tested on the first Wednesday of every month at noon.



CALLING 9-1-1

During a disaster, 911 will be inundated with calls. You may even receive a busy signal due to a system overload. This is why it is very important that you follow these simple steps.

- Call 911 only for an emergency.
- If you need to report power, phone, water or other utility outages notify the appropriate utility company.
Note: Keep these important phone numbers in your Family Disaster Kit.
- Keep a phone that does not require a power source to use during times of power outages.
- Listen to local radio and television stations for instructions and information. Do not call 911 unless you have an emergency.
- In the event of a phone outage, go to the closest Fire Station to report all emergencies.
- Remember to remain calm when speaking to a 911 operator and do not hang up until they instruct you.



SPECIAL CONSIDERATIONS FOR PEOPLE WITH DISABILITIES

Persons with disabilities, or those who may have mobility problems (such as elderly persons), should prepare as anyone else. In addition, they may want to consider some of the following steps:

- ❑ **Create a network of relatives, friends, or co-workers to assist in an emergency.** If you think you may need assistance in a disaster, discuss your disability with relatives, friends, or co-workers and ask for their help. For example, if you need help moving or require special arrangements to receive emergency messages, make a plan with friends. Make sure they know where you keep your disaster supplies. Give a key to a neighbor or friend who may be able to assist you in a disaster.
- ❑ **Maintain a list of important items and store it with your emergency supplies.** Give a copy to another family member and a friend or neighbor. Important items might include:
 - Special equipment and supplies, for example, hearing aid batteries.
 - Current prescription names and dosages.
 - Names, addresses, and telephone numbers of doctors and pharmacists.
 - Detailed information about the specifications of your medication regiment.
- ❑ **Wear medical alert tags or bracelets to identify your disability in case of an emergency.** These may save your life if you are in need of medical attention and unable to communicate. Provide a means for first responders to determine your medical needs and conditions. Ask your pharmacist for more information about Medical ID Bracelets.
- ❑ **Know the location and availability of more than one facility if you are dependent on a dialysis machine or other life-sustaining equipment or treatment.** There may be several people requiring equipment, or facilities may have been affected by the disaster.

CPR TRAINING

It's as easy as A-airway, B-breathing, C-circulation...

A - AIRWAY

- Place victim flat on his/her back on a hard surface.
- Shake victim at the shoulders and shout "are you okay?"
- If no response, call emergency medical system - **911** then,
- **Head-tilt/chin-lift** - open victims' airway by tilting their head back with one hand while lifting up their chin with your other hand.



B - BREATHING

- Position your cheek close to victim's nose and mouth, look toward victim's chest; AND
- **Look, listen, and feel** for breathing (5-10 seconds).
- If not breathing, pinch victim's nose closed and give **2 full breaths** into victim's mouth (use micro shield).
- If breaths won't go in, reposition head and try again to give breaths. If still blocked, perform abdominal thrusts (Heimlich maneuver).



C - CIRCULATION

- Check for carotid pulse by feeling for 5-10 seconds at side of victim's neck.
- If there is a pulse but victim is not breathing, give **Rescue breathing** at rate of **1 breath every 5 seconds** Or **12 breaths per minute**.
- If there is no pulse, begin chest compressions as follows:
- Place heel of one hand on lower part of victim's sternum. With your other hand directly on top of first hand depress sternum 1.5 to 2 inches.
- Perform **15 compressions** to every **2 breaths**. (rate: 80-100 per minute).
- Check for return of pulse every minute.



CONTINUE UNINTERRUPTED UNTIL ADVANCED LIFE SUPPORT IS AVAILABLE.

One of the goals of the Plano Fire Department is to educate as many people as possible to perform (CPR) Cardiopulmonary Resuscitation. Citizens trained in CPR can provide lifesaving care to the victim of sudden death during the time it takes to get paramedics to the scene. The "First Responder", as the citizen/rescuer is now popularly called, can make the difference between life and death.

Public CPR classes are offered by the Plano Fire Department on the third Saturday of every month from 8:30 a.m. to 3:30 p.m. at the Fire Administration Building located at 1901 K Avenue for the cost of \$20. To register for a CPR class, please call (972) 941-7421.

In addition to CPR classes the Plano Fire Department and the Plano Police Department offer Citizens Fire Academy and Citizens Police Academy, respectively, during the spring and fall each year. For information on the Plano Citizens Fire Academy, please call (972) 941-7421 or visit www.planofire.org. For information on the Plano Citizens Police Academy, please call (972) 941-2439 or visit www.planopolice.org.

For more information about other life saving techniques call or visit the Dallas Area American Red Cross, McKinney Branch, 1450 Redbud Blvd., McKinney, TX 75069-3223, telephone: 972-562-0601.



HOMELAND SECURITY ADVISORY SYSTEM

LOW	<ul style="list-style-type: none"> • Develop a Family Disaster Plan and Disaster Supply Kit using the information in this guide • Examine volunteer opportunities within the City of Plano • Take a First/Aid / CPR / AED class
GUARDED	<ul style="list-style-type: none"> • Be alert to suspicious activity and report it • Develop a communications plan with your family, friends and neighbors • Review stored disaster supplies and replace outdated items
ELEVATED	<ul style="list-style-type: none"> • Complete tasks from lower levels • Update telephone numbers and email addresses in your personal communications plan • Continue to be alert to suspicious activity • Develop alternate routes to/from work/school
HIGH	<ul style="list-style-type: none"> • Exercise caution and awareness when traveling • Review personal disaster plan • Have shelter-in-place materials on hand • Tune into radio and television news reports and be aware of the latest information
SEVERE	<ul style="list-style-type: none"> • Continue to listen to the latest news updates • Contact employer to determine status of work day • Adhere to travel restrictions, if any • Be prepared to shelter-in-place • Provide volunteer services only as requested

The higher the Threat Condition, the greater the risk of a terrorist attack. Risk includes both the probability of an attack occurring and its potential gravity. The Attorney General in consultation with the Secretary of Homeland Security shall assign threat conditions for the Homeland Security Advisory System. Threat Conditions may be assigned for the entire nation, or they may be set for a particular geographic area or industrial sector. Assigned Threat Conditions shall be reviewed at regular intervals to determine whether adjustments are warranted.

Sheltering in place

If a condition is classified as **severe** you may be forced to remain confined to your house, business or other facility. This is referred to as “**shelter in place.**” In many cases, sheltering in place is the best defense against accidental release of toxic chemicals or other emergencies where air quality is threatened. Local authorities have the responsibility to issue orders for

sheltering in place. You may receive these orders directly from Police or Fire officials, outdoor emergency warning sirens, or a local radio station.

If asked to shelter in place:

- Close and lock windows and doors.
- Seal gaps under doorways and windows with wet towels and duct tape.
- Seal gaps around window and air conditioning units, bathroom and kitchen exhaust fans, and stove and dryer vents with duct tape and plastic sheeting, wax paper or aluminum wrap.
- Close fireplace dampers.
- Close off nonessential rooms such as storage areas, laundry rooms and extra bedrooms.
- Turn off ventilation systems.

For more information about Homeland Security and what you can do to help, visit the following websites:

Department of Homeland Security: <http://www.whitehouse.gov/homeland/>

Institute for Homeland Security: <http://www.ready.gov/>

Citizens Corps: <http://www.citizencorps.gov/>

Texas Homeland Security: <http://www.demwmd.net/>

PLANO POLICE DEPARTMENT CRIME WATCH

Neighborhood Watch is one of the most effective ways to prevent crime and help revitalize neighborhoods. The program involves all members of the community – residents, business owners, law enforcement, and local agencies – in an effort to make their community a safer place in which to live and work.



Although Neighborhood Watch groups are often organized to respond to the immediate threat, such as sharp increase in burglaries or street crime, to remain vital they must blend crime prevention into other community concerns. Mentoring, cleaning up vacant lots, and organizing after school programs are ways Neighborhood Watch programs create positive changes that tackle the root causes of crime while inspiring members to stay involved.

Neighborhood Watch programs take a variety of approaches to incorporating preparedness into their activities. Members can research information, such as local emergency resources and special skills of neighbors, to present at meetings. Crime prevention officers can educate community members on how to recognize signs of potential terrorist activity, such as suspicious persons, luggage, parcels, vehicles, and events and what to do if they see or hear something suspicious.

The Crime Prevention Unit of the Plano Police Department will help you organize a Crime Watch Area (Neighborhood Watch). The basic idea is for neighbors to watch out for each other. By looking after a neighbor's property as if it were your own, you will more likely contact the police or appropriate authority if you observe something suspicious. You can contact the Crime Prevention Unit by phoning 972-941-2167. For information about joining the Crime Watch Program call 972-941-2431 or 2439. **You can obtain additional information by visiting the web site www.planopolice.org**

WHAT IS A C.E.R.T.?

Community Emergency Response Team

The Community Emergency Response Team (C.E.R.T.) is an all-hazards emergency preparedness training program. This valuable course is designed to help you protect yourself, your family, your neighbors and your neighborhood in an emergency situation.

One major goal of the C.E.R.T. program is to train ordinary citizens to respond as a team to hazards in their neighborhood effectively without putting themselves and others in danger.

During this 7 week course, citizens will learn to:

- Turn on/off utilities
- Extinguish small fires
- Basic EMS: open airways, control bleeding, and treat for shock
- Light search and rescue
- Organize to respond
- Utilize neighborhood volunteers effectively
- Collect disaster intelligence to support first responder efforts

The City of Plano offers the C.E.R.T. program to neighborhood associations and neighborhood groups in order to strategically place and geographically locate teams to respond effectively to hazards. Teams consist of 10 members of a neighborhood association or neighborhood group willing to receive training and respond during an emergency event where police and fire may be inundated with calls and are unable to respond as rapidly as is required.

In addition, private businesses may have some interest in the C.E.R.T. model to effectively respond to hazardous events in the workplace.

If you have any questions concerning the C.E.R.T. program and are a representative of a neighborhood association and/or other similarly organized group, please call the Plano Fire Department at 972-941-7604 for details.

IMPORTANT TELEPHONE NUMBERS

City Services

Website: www.planotx.org

Animal Services	972-941-7205
Building Inspections	972-941-7140
Customer Utility Services	972-941-7105
Environmental Health	972-941-7143
Emergency Management	972-941-7159
Fire	972-941-7159
Human Resources	972-941-7115
Legal	972-941-7125
Municipal Court	972-941-2199
Parks and Recreation	972-941-7255
Police	972-941-2135
Public Safety Communications	972-941-7930
Volunteers in Plano	972-941-7114

Collin County Services

Website: www.co.collin.tx.us

Fire Marshal	972-424-1460 ext. 5576 (Metro)
Health Care Services	972-424-1460 ext. 5500 (Metro)
Homeland Security	972-424-1460 ext. 5537 (Metro)
Sheriff	972-424-4797 (Metro)

State of Texas

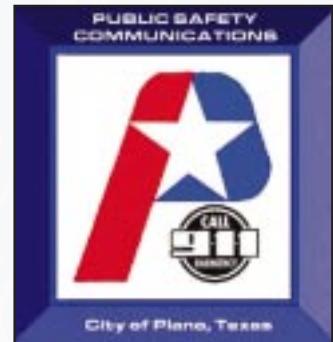
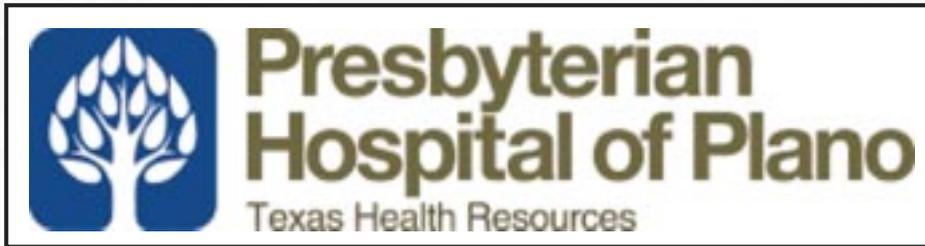
Website: www.state.tx.us

Animal Health Commission	1(800) 550-8242
Consumer Protection Hotline	1(800) 621-0508
Department of Health	1(888) 963-7111
• Poison Control	1(800) 222-1222
Department of Human Services	1(888) 834-7406
Department of Insurance	1(800) 252-3439
Department of Public Safety	1(512) 424-2000
• Roadside Assistance	1(800) 525-5555
Office of the Governor	
• Citizen's Assistance Hotline:	1(800) 843-5789
Poison Control	
Public Utilities Commission	1(888) 782-8477
Runaway Hotline	1(888) 580-HELP (4357)

SOCIAL SERVICE ORGANIZATIONS

American Red Cross	972-562-0601
Assistance Center of Collin County	972-422-1850
Boys & Girls Clubs	972-424-6301
C.I.T.Y. House-Collin Intervention to Youth	972-423-7057
Collin County Children's Advocacy Center	972-633-6600
Community Food Pantry	972-547-4404
Family Services of Plano	972-578-2802
Hope's Door--24-hour hotline	972-422-2911
Jewish Family Service	972-437-9950
Legal Services Of North Texas	972-542-9405
Maurice Barnett Geriatric Well-Ness Center	972-941-7335
Plano Children's Medical Clinic	972-801-9689
Plano Clothes Closet	972-424-7844
Plano Community Charity	972-578-0399
Plano Food Pantry	972-424-4574
Plano Health Services	972-424-7574
Presbyterian Community Medical Center	972-509-4554
Reach Of Dallas	214-630-4796
Salvation Army – Collin County	972-423-8254
SPCA of Texas	214-651-9611
Suicide & Crisis Center	214-828-1000
Texas Baptist Men	214-828-5350
Turning Point (Rape Crisis Center)	1(800)886-7273
Victims Outreach	214-358-5173
Volunteer Center of Collin County	972-422-1050
Wylie Christian Community Care Center	972-442-4341

SPECIAL THANKS TO



Copyright information

Photos on Dedication Page provided by the U.S. NAVY, 2003
Weather photos on page 16 provided by Martin Lisius and William Reid
This guide made possible through grant funds received by the United States Fire Administration, a division of the Federal Emergency Management Agency.

For additional information about this guide contact C.J. Howard, Project Coordinator.
Phone: 972-941-7604 or cjhoward@plano.gov.

INDEX

9-1-1	18
Adult Specialty Items	8
Baby Specialty Items	8
CPR Training	20
CPR Class Information	22
Carbon Monoxide (CO) detectors	13
Chemical Hazard Prevention Tips	10
Clothing & Bedding	6
Communication Plan	15
Community Emergency Response Team	26
Crime Watch	25
Electrical Hazard Prevention Tips	10
Emergency Supply Kit	4
Entertainment Specialty Items	8
Escape Plan Tips	12
Family Documents (Important)	9
Fire Evacuation Tips	12
Fire Extinguishers	14
Fire Hazard Prevention Tips	11
First Aid Kit	6
Food	5
Hazards	10
Home Warning & Safety Devices	13
Homeland Security System	23
Identifying & Eliminating Hazards	10
Important Telephone Numbers	27
Outdoor Warning Sirens	17
Plano Police Department (Crime Watch)	25
Safety Devices	13
Safety Equipment	11
Safety Plan	4
Severe Weather Readiness	15
Sheltering in Place	24
Smoke Alarms	13
Social Service Organizations	28
Special Considerations for People with Disabilities	19
Thunderstorm/Lightning Readiness Tips	16
Tools & Specialty Items	7
Tornado Readiness Tips	16
Warning Signals	17
Warnings	15
Watches	15
Water	5
Weather Readiness	15
Your Home Safety Plan	4