

# PRINCE GEORGE'S COUNTY, MARYLAND

# Your Guide To Emergency Preparedness



Jack B. Johnson  
County Executive





# Emergency Preparedness Guide

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## Message from the County Executive:



Dear Residents,

We are living in extraordinary times. Just a few years ago, thoughts of terrorism, bio-terrorism, mosquito transmitted viruses, and quarantinable communicable diseases were far from our minds. Today, more than ever, we must be prepared for the known and unknown threats that may confront us at any time.

Prince George's County's most important resource is its people. Because we cannot always predict or prevent emergencies, we must be prepared as individuals, families, organizations, and communities. Being prepared and understanding what to do can reduce fear, anxiety, and losses that accompany emergencies.

Prince George's County has developed a detailed comprehensive plan for potential emergencies in our area. Each of you must do the same. Home emergency preparedness is one of the most important things you can do for yourself and your family.

This Guide to Emergency Preparedness has been created to help you plan for potential emergencies. Share it with your household and include everyone in the planning process. While the Guide does not address every contingency, it does contain information and ideas to help you and your family prepare for and protect yourselves in most emergency situations. I hope you find it helpful.

Jack B. Johnson  
County Executive

# Emergency Preparedness Guide



## Preparing for an Emergency

Emergency events can occur quickly and without warning. Planning for any emergency requires considering all likely scenarios. If you are at home, electricity, water, heat, air conditioning, telephone service, and transportation could be disrupted or lost for a considerable amount of time. Consequently, you should plan on having food, water, medications, and other essentials to get you through the emergency. Emergency management planners suggest having enough supplies on hand to last your family at least three to five days. In certain types of emergencies, you may have to evacuate your home or community. In any case, it is important to develop a household emergency preparedness plan that includes:

- An emergency preparedness kit. Store the kit in a convenient place known to all family members.
- An escape plan that includes at least two emergency meeting places. Pick one right outside your home in case of a sudden emergency, such as a fire. Pick at least one other place outside your neighborhood in case you can't return home.
- An emergency communications plan. Choose an out-of-town person to be your contact point for family members to call if you are separated. Make sure everyone has contact information including phone numbers and e-mail addresses.
- Information about school and workplace emergency plans.



## Your Emergency Preparedness Kit

The seven basic items that should be stored in your home are water, food, a first-aid kit, tools and emergency supplies, clothing and bedding, specialty items, and an ABC fire extinguisher. Keep the items that you would most likely need at home in one easy-to-carry container such as a large, covered trash can, plastic storage container, camping backpack or duffel bag. Store it in a convenient place, put a smaller version (that includes flares or reflective triangles, jumper cables, local road maps, and seasonal supplies) in your car, and keep a "mini" one-container version at work. Keep items in airtight plastic bags. Remember to change the stored water and rotate the food supplies every six months (place dates on containers). Check the supplies and re-think your needs every year. Consult your physician or pharmacist about storing prescription medications, and maintain a list of your prescription needs.

### Water

Purchase bottled water, or store tap water in clean, airtight plastic containers such as soft drink bottles. Avoid containers that will decompose or break, like milk cartons or glass bottles. Keep at least a three day supply of water for each person in your household. Plan for one gallon of water per person per day. Water should be stored in a cool, dark place with the date labeled on the container. Tap water generally may be stored up to two weeks without further disinfection. Having some water purification tablets on hand could be useful in the event of an extended disruption in water service. NOTE: Water Purification tablets release chlorine or iodine. People with hidden or chronic liver or kidney disease may be adversely affected by iodized tablets and may experience worsened health problems as a result of ingestion.

### Food

Store a three to five day supply of nonperishable food per person. These foods should require no refrigeration, preparation, or cooking, and little or no water. Examples include: ready-to-eat canned meats; canned fruits and vegetables; canned or boxed juices; canned or powdered milk and soup; condiments such as sugar, salt, and pepper; high-energy food like peanut butter, jelly, low-sodium crackers, granola bars, and trail mix; vitamins; foods for infants or persons on special diets; cookies; tea bags; hard candy; instant coffee; and sweetened cereals.

### First-Aid Kit

Assemble a first-aid kit for your home and each vehicle. At a minimum, the kit should include sterile adhesive bandages in assorted sizes, 2-inch and 4-inch sterile gauze pads (4-6 each size), hypoallergenic adhesive tape, triangular bandages (3), 2-inch and 3-inch sterile roller bandages (3 rolls each), scissors, tweezers, needle, moistened towelettes, antiseptic, thermometer, tongue depressors (2), tube of petroleum jelly or other lubricant, cotton balls, assorted sizes of safety pins, soap/cleansing agent (isopropyl alcohol or hydrogen peroxide), latex gloves (2 pairs), and sunscreen. You should also include aspirin and nonaspirin pain reliever, antidiarrhea medication, Syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center), activated charcoal (in case of poisoning), antacids, potassium iodide, and laxatives.



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## Tools and Emergency Supplies

Keep the following items handy for all-around use: battery-powered radio, flashlight, extra batteries of assorted sizes (check shelf life before purchasing), duct tape, aluminum foil, rope, paper cups, plates and plastic utensils (or mess kits), cash (include change) and/or traveler's checks, nonelectric can opener and utility knife, small ABC fire extinguisher, pliers, shut-off wrench (to turn off household gas and water), compass, matches in a waterproof container (or waterproof matches), plastic storage containers, signal flares, paper and pencil or pen, needles and thread, medicine dropper, whistle, plastic sheeting, scissors, N95 filter masks (or any dense-weave cotton material that fits snugly over the nose and mouth), work gloves, and local map. For sanitation, pack toilet paper, soap and liquid detergent, feminine supplies, personal hygiene items, washcloth and towels, small shovel, plastic garbage bags with ties, plastic bucket and lid, disinfectant, and household chlorine bleach.

## Clothing and Bedding

Assemble one or two complete changes of clothing per person, sturdy shoes or work boots, rain gear, blankets or sleeping bags, hat and gloves, thermal underwear, and sunglasses.

## Specialty Items

**Babies**—formula, diapers, bottles, powdered milk, and medications.

**Adults**—medications, prescriptions, denture needs, eyeglasses, contact lenses and related supplies, and insect repellent.

**Entertainment**—games, pack of playing cards, books, and several quiet toys for children.

**Important Family Documents**—wills, insurance policies, bank account numbers, contracts, deeds, passports, stocks and bonds, immunization records, important phone numbers, credit card accounts, social security cards, and other personal family records. These items should be kept in a waterproof portable container.

**Equipment**—NOAA weather radio.

## Emergency Planning for Pets

Emergency planning is for all members of the family, including pets. With the exception of service animals, most shelters do not accept pets. Prepare a list of kennels, friends or family members who may be able to care for your pet in an emergency. If you plan to place your pet in a kennel, make sure that the facility meets all requirements for long-term care and has an adequate disaster plan itself. If you must evacuate, do not leave pets behind—there is a chance they may not survive, or may get lost before you return. Put together a basic emergency preparedness kit for your pets to take with you in case you must leave your residence quickly. Recommended items include:

- A pet first-aid kit and guidebook.
- An airline-approved carrier for each dog, cat or other pets.
- Identification tags, collar, and muzzle/leash.
- Vaccination records, registrations, special needs list, and sufficient medicines.
- An extra supply of pet food and a manual can opener.
- Plenty of clean water.
- Bowls (disposable containers if you must leave your residence).
- A blanket (for bedding and scooping up a fearful pet).
- A few favorite toys (to reduce stress).
- Current photos and descriptions of your pets to help others identify them in case you and your pets become separated and to prove they are yours.



For more information on emergency preparedness for pets, call the Humane Society of the United States at 202-452-1100 or visit their Web site at [www.hsus.org](http://www.hsus.org).



## Household and Financial Preparations

Whether you own your home or rent, there are many things you can do to protect your home and possessions. You can increase your safety and reduce your insurance costs by:

- Installing safety equipment such as smoke alarms and carbon monoxide alarms to alert you to potentially deadly conditions.
- Securing large or heavy items that could fall and cause damage during storms.
- Covering windows, turning off utilities, and moving possessions to a safer location if you have adequate warning of something like a hurricane or flood.
- Having your house inspected by a building inspector or architect to find out what structural improvements could prevent or reduce major damage from disasters.
- Conducting an inventory of your household possessions to help you catalog what you own for insurance purposes if those possessions are damaged or destroyed and to provide documentation for tax deductions you claim for your losses. Make a visual or written record of your possessions. Include photographs of cars, boats, and recreational vehicles. Get professional appraisals of jewelry, collectibles, artwork, and other items that are difficult to value. Update the appraisals every two to three years.
- Making copies of receipts and canceled checks for more valuable items.
- Keeping the originals of all important financial and family documents, such as birth and marriage certificates, wills, deeds, tax returns, insurance policies, and stock and bond certificates in a safe place. Store copies elsewhere. You'll need accessible records for tax and insurance purposes.
- Photographing the exterior of your home. Include the landscaping—that big tree in the front yard may not be insurable, but it does increase the value of your property for tax purposes.
- Updating your inventory list annually and putting a copy in a safe place.
- Buying insurance.

Even with adequate time to prepare for a disaster, you still may suffer significant, unavoidable damage to your property. That's when insurance for renters or homeowners can be a big help. Yet, many people affected by recent disasters have been underinsured—or worse—not insured at all. Homeowner's insurance often doesn't cover floods and some other major disasters. Make sure you buy the insurance you may need to protect against the perils you may face.

## Emergency Planning for Businesses

Businesses are just as vulnerable to emergency situations as individuals. Business owners should develop emergency plans for the sake of their employees as well as the survival of their businesses.

Emergency planning includes:

- Maintaining a list of emergency numbers of employees so their families can be contacted if necessary.
- Having a plan in place to evacuate staff and customers quickly and safely. The plan should include a designated meeting place outside the building.
- Practicing the plan with staff.
- Backing up computer data regularly and storing it offsite.
- Purchasing ample insurance coverage to minimize losses.
- Identifying crucial business operations and developing plans to ensure their continuation in the event of an emergency.
- Ensuring local police have up to date emergency contact information for key personnel.

Employees need to know what to do in an emergency. The time to think about what you need to do in the event of a disruption to your business is before you face a crisis. Your employees depend on you now for direction and leadership. They will depend on you even more should there be an emergency situation.



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## Homeland Security

National and Maryland Homeland Security Advisory systems have been put into place to provide a quick and comprehensive way to provide information on warnings and actual events involving terrorist acts that may occur. Five threat conditions have been identified. Each condition is assigned a specific color and includes a description of the category as well as information on specific actions citizens should take. Threat conditions can be assigned to a specific geographic area or they may be set for the entire nation. When officials announce a specific alert the appropriate safety instructions for the situation will be given to citizens.

State and local health departments also are preparing for terrorist events. Working under guidance from the Centers for Disease Control, health officials have implemented an enhanced disease surveillance system to rapidly identify any unusual disease events that may be occurring in the state. State and local health departments are working closely with agencies and organizations locally and across the state to develop coordinated response plans for various situations. In case of an attack, pertinent health information would be provided to the public via mass media.



## Reporting Suspicious Activity

Occasionally, the federal government may call for a heightened state of alert on the part of local law enforcement and residents. When the police go to a higher state of alert, they may add extra patrols in various locations, increase staffing, carry extra protective equipment, and maintain more frequent communication with federal, state and other local law enforcement agencies. Residents should also increase their awareness of their surroundings and report any suspicious activity to the police. Many people fail to act because they are not sure if what they are observing is worth reporting. When in doubt, call the police immediately. Don't lose precious time discussing the event with friends and neighbors first. Types of activity that residents should report include people, vehicles, or circumstances that appear unusual or out of place, such as:

- A stranger around your neighborhood or a strange vehicle parked in your neighborhood for a long period of time.
- Someone looking into houses or vehicles.
- Recurring appearances of strange vehicles in the neighborhood.
- Someone tampering with the electrical, gas, water, or sewer system without an identifiable company vehicle and uniform.
- An unusually large amount of traffic coming to a house or apartment building.
- Houses or buildings where extreme security measures seem to have been taken.
- Houses or buildings where no owner or primary renter is apparent, and no home activities—yard work, painting, maintenance, etc.—seem to go on.
- Strange odors coming from around houses or buildings.
- Any stranger knocking at doors.
- Persons standing around, possibly acting as lookouts.

If you suspect a crime is being or is about to be committed, call 911. Do not panic and do not put yourself at risk. **If the activity simply appears suspicious, call the police non-emergency number for your area** and describe the activity in detail. You need not give your name in either case. However, if you want a police officer to contact you, be prepared to give your name, address, and telephone number, and ask that the officer contact you. This information is kept confidential.

## Terrorism

Terrorism is a broad term that describes the use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion, or ransom. Terrorists often use threats to disrupt our lives and create fear among the public and to try to convince citizens that their government is powerless to prevent terrorism. The effects of terrorism can include a significant number of casualties, structural damage to buildings, and disruptions in basic

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services such as electricity, water supply, public transportation, communications, and healthcare. You can help thwart terrorist activities by being observant and reporting suspicious activity that you think may be terrorism related to the Maryland State Police's Homeland Security and Intelligence Bureau at 1-800-492-TIPS (1-800-492-8477). You can prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises:

- Be alert and aware of the surrounding area. The very nature of terrorism suggests that there may be little or no warning.
- Take precautions when traveling. Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Do not leave luggage unattended.
- Learn where emergency exits are located. Think ahead about how to evacuate a building, subway, or congested public area in a hurry. Learn where staircases are located.
- Notice your immediate surroundings. Be aware of heavy or breakable objects that could move, fall, or break in an explosion.

## Biological/Chemical Emergencies

A major chemical or biological emergency can happen when hazardous amounts of toxins are released into the environment. You can be exposed to chemical and biological toxins by:

- Inhaling them.
- Swallowing contaminated food, water, or medication.
- Touching or coming into contact with contaminated items.

Many times you cannot see or smell anything unusual. In the event of a hazardous chemical or biological emergency, you will be given instructions by authorities. You may be told to evacuate, to move uphill and upwind of the release, to shelter in place, or to go to a designated facility. You may also be in the immediate vicinity of an incident and not realize the danger. If you see people vomiting, in convulsions or acting disoriented, leave the area immediately and seek medical attention. Cover your mouth and nose with a filter mask or layers of fabric that can filter air but still allow breathing. Examples include two to three layers of cotton such as a t-shirt, handkerchief, or towel. Otherwise, several layers of tissue or paper towels may help. If out of doors, check the wind and walk upwind to evacuate the area.

## Handling Mail Safely

The United States Postal Service urges people to report any suspicious letter or package that:

- Has excessive postage, no postage, or non-canceled postage.
- Has no return address or a fictitious return address.
- Has an improper spelling of addressee names, titles, or locations.
- Looks lumpy or has a lopsided appearance.
- Is sealed with excessive amounts of tape.
- Is unexpected and is from a foreign country.
- Has a postmark showing a different location than the return address.
- Displays distorted handwriting or cut-and-paste lettering.



If you receive a suspicious letter or package:

- Do not open it.
- Do not shake, bump, or sniff it.
- Cover it or place it in a plastic bag.
- Wash your hands thoroughly with soap and water.
- Call the police non-emergency number.



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In most cases the police will be dispatched for a report of an unopened suspicious letter or package and after investigating the item, will advise you what to do. If the letter or package does not meet specific criteria, they may simply advise you to dispose of the suspicious letter or package if you are uncomfortable opening it. The fire department will respond to reports of suspicious substances for evaluation and proper disposal. When in doubt, however, call the police non-emergency number or 911.

## Emergency Shelter

When conditions warrant, local officials may instruct residents to seek shelter in their homes or officials may establish community-based shelters for local residents. Normally, shelters are set up in public schools, recreation centers, or other appropriate facilities where residents can seek refuge as well as sleep and eat. Persons needing shelter are asked to bring a change of clothing, bathing and sanitary supplies, pre-filled prescription and other medical needs, denture and eye care materials, and special dietary supplies or requirements. With the exception of service animals, pets are generally not permitted in the shelters.

If local officials advise you to **“shelter-in-place,”** they mean for you to remain indoors and protect yourself there. Take your children and pets indoors immediately. Get your emergency preparedness kit, and make sure the battery-powered radio is working.

In the case of a chemical or biological emergency, go to an interior room, preferably one without windows. An above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed. While gathering your family, you should:

- Close all windows, exterior doors, and fireplace dampers.
- Turn off all clothes dryers, fans, and heating and air conditioning systems.
- Place wet towels in front of exterior door thresholds.
- Use plastic sheeting or heavy duty garbage bags to cover doors, windows, exhaust fans, outlets, vents, and heat registers. Each piece you use should be several inches larger than the space you want to cover so that you can duct tape it flat against the wall. NOTE: Ten square feet of floor space per person will provide sufficient air to prevent carbon dioxide build-up for up to five hours.
- Close the window shades, blinds, or curtains if you are told there is a danger of explosion.
- Stay inside and continue listening to your radio or television until you are told all is safe or you are told to evacuate.

In the case of a nuclear or radiological attack, seek shelter as quickly as you can, below ground if possible. If your home does not have a basement, go to an interior room on the first floor. The more heavy, dense materials—thick walls, concrete, bricks, books, and earth—between you and the fallout particles, the better. Flat roofs collect fallout particles so the top floor of a high-rise is not a good choice, nor is a floor adjacent to a neighboring flat roof. Stay inside and continue listening to your radio or television. Do not leave your shelter until officials say it is safe to do so.

## When Electrical Power is Lost

Disruption of electrical service can occur as a result of many things, including lightning, high winds, ice and heavy snow, and equipment failure. For the most part, service is normally restored within a short period. However, major power outages can happen for extended periods from time to time. When power is lost, you should:

- Check to see if your neighbors have power. The power loss may be only in your home, due to a blown fuse or a tripped circuit. If your neighbors also are without service, call your local power company (see list of useful phone numbers). If you must go outside to assess the situation, take a flashlight and watch for downed power lines that could still be energized. If downed lines are located, don't go near them or touch anything that they may be in contact with. Report downed power lines immediately.
- Use flashlights or battery-operated lanterns for lighting. Candles and kerosene lanterns are not recommended for lighting because of fire hazards.
- Turn off all major appliances. When major appliances—refrigerators, electric water heaters, air conditioners, and pumps—are left on, they could overload electric lines when power is restored causing a second outage.
- Keep refrigerator and freezer doors closed as much as possible. Food can be kept cold for a day or two if the doors are kept closed. During the winter, you may be able to store some items outside in a proper container. If tempera-

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tures are below freezing, it's possible to freeze water outside in containers and place them inside your refrigerator to help keep food cold. Try to consume perishable foods first. When in doubt, throw it out.

- Use portable emergency generators cautiously. They can be used to provide limited electrical power during an outage. But, take care to ensure that they do not pose a threat to you and your family. Never fuel or run a portable generator in the home or garage, as gas-powered generators pose a serious fire and carbon monoxide threat. Generators should be installed in compliance with your local power company's guidelines. Always operate according to the manufacturer's instructions. For additional information on the proper use of emergency generators, call your power company.
- If you depend on a well or cistern for your water supply be prepared to use alternate sources of water until power is restored. These systems normally use electric pumps which may not operate when the power is out.
- Be aware that gas appliances may not work if the electricity is off because the equipment may require electricity for ignition or valve operation.
- Drain pumps, supply lines, water heaters, boilers, and traps in drains of tubs, sinks, commodes, washing machines and dishwashers. Plumbing can freeze when power is lost during cold weather periods. To avoid major flooding when temperatures rise, turn off supply lines to outside spigots. Water heaters that are drained to prevent damage from freezing must have their power circuits shut off as well. Failure to do so could result in loss of the heating element when power is restored. Never turn on a water heater unless the tank is full.
- List life support equipment required for family members who depend on these devices (respirators, ventilators, oxygen equipment, or other life-sustaining devices) with the power company. You should have a contingency plan that always includes an alternate power source for the device and relocating the person.

## Keeping Warm

Select a single room in the home in which the entire family can live—ideally a room that gets sunlight during daylight hours. Use fireplaces and wood-burning stoves with care, and always supervise them when burning. Make sure the fireplace is in proper working condition and has been inspected regularly. Never use charcoal as an indoor heat source; charcoal produces deadly carbon monoxide gas. Do not use gas or electric stoves as a source of heat—doing so can cause a fire or fatal gas leak. Wear layers of clothing, including sweaters and coats, which hold warm air and help to maintain body heat for longer periods. For homes with natural gas heaters, keep meters and vents clear of ice and snow.

## Checking on Relatives and Neighbors

During storms and other emergency events, check to see how your relatives and neighbors are coping, especially senior citizens and persons with disabilities. If possible, help them plan or locate resources from which to obtain assistance. Contact the Prince George's County Department of Family Services for information on services available for the elderly and residents with disabilities.

## Evacuation

Local officials may call for evacuation in specific areas at greatest risk in your community. Keep car fuel tanks at least 3/4 full at all times. Gas stations may be closed during emergencies or unable to pump during power outages. If you are told to evacuate, it is important to stay calm, listen carefully, and follow all instructions. Information will be provided to the public through the media. If you're sure you have time, call your family contact to tell them where you are going and when you expect to arrive. Turn off your home's electricity and water at the main switch and valve if advised to do so by local officials. However, leave natural gas on unless otherwise instructed. Only a professional can restore gas service once it's turned off, and this could take weeks in a disaster situation. If you must choose quickly what to take with you, grab these things, lock the door behind you and go; prescription medications, medical equipment, emergency supplies (flashlight, batteries, radio, first-aid kit, bottled water), a change of clothes, sleeping bag or bedroll and pillow for each family member, and car and house keys.

If you plan to travel by car, make sure your car emergency preparedness kit is in the trunk of your vehicle. If you believe the air may be contaminated, drive with the windows and vents closed and keep the air conditioning and heater turned off. Do not enter the wrong-way lanes of any highway without specific police permission, and remember that it is against the law to drive on the shoulder of the road. Shoulders are reserved for police, fire, and rescue vehicles.



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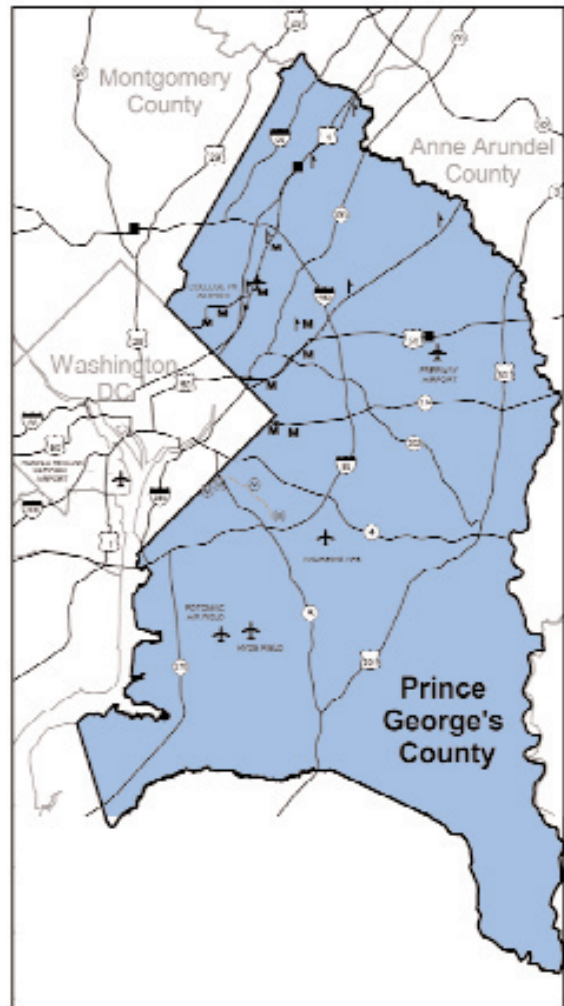
Federal highways and primary state roads within Prince George's County have been designated as county evacuation routes (see map below).

**However, alternate routes might be used if an emergency warrants the closing of one or more of these designated highways or roads.**

Therefore, it is of the utmost importance that you listen to the radio for travel instructions. All news radio stations such as WTOP (1500 AM/107.7 FM) and WMAL (630 AM) provide 24/7 traffic information.

## Children in School

In the event of a community or national emergency, or an evacuation or a shelter-in-place order, parents should check the local media and local school system cable stations, hot lines, and Web sites for announcements about changes in school openings and closings. News about changes in school schedules is routinely disseminated through most metropolitan radio and television stations. Many schools now use e-mail notification systems to alert parents immediately of changes in school schedules. Check with your school to see if an e-mail notification system is in place. Generally, unless evacuation of a particular school is ordered, students will be kept at school until school officials can safely transport them home. Because the best place for children during a regional crisis may well be in school, parents are discouraged from going to school to pick up their children. If a parent does go to school, he or she should be prepared to present the identification required by the school system—usually a photo ID. Note that if a school is ordered to shelter-in-place—to protect the safety of the children—no one will be allowed in or out of the school building until the danger has passed. In that event, parents, for their own safety, should also remain indoors. Relying on the schools to transport students home on normal bus routes will help avoid gridlock in and around schools and help keep roads clear for essential emergency vehicles. If buses are severely delayed, schools may ask parents to help by picking up their children. Parents should check the local media and school news outlets regularly for announcements about school decisions.



## Senior Information

Older adults should have an individual emergency plan. You can prepare your individual emergency plan by planning ahead, keeping in touch with your family and neighbors, and sharing your emergency information with others.

### Plan Ahead

Disaster can strike without warning and older adults can especially be vulnerable in disasters. Older adults can help ensure their safety in case of an emergency by:

- Having your emergency preparedness kit at home ready to take with you in case you need to evacuate your home. The kit can also help you “shelter-in-place” if emergency officials direct people to stay in their homes.
- Knowing the location and phone number of your local American Red Cross office.
- Labeling any equipment, such as wheelchairs, canes, or walkers you would need.
- Listing the style and serial numbers of medical devices such as pacemakers.
- Planning for transportation if you need to evacuate.
- Filling prescriptions before they run out.
- Knowing the telephone number of a 24-hour pharmacy for emergencies.

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- Knowing the 24-hour emergency contact number for your doctor.
- Posting emergency phone numbers near the phone.
- Keeping a copy of important contact numbers and medical information in your wallet or purse.
- Planning and practicing the best escape routes from your home.

## Keep in Touch with Family and Neighbors and Share Your Emergency Information

Establish relationships with nearby neighbors before an emergency or disaster happens. Ask nearby family or neighbors you trust to check on you during a disaster. Keep in touch with your family and neighbors and look out for each other by:

- Sharing your emergency contact and medical information with your apartment building management or condo association.
- Giving your emergency contact and medical information to your neighbors and family.
- Creating a contact list of your neighbors' information.
- Arranging for someone to check on you.
- Teaching those who may need to assist you in an emergency how to operate necessary equipment. Be sure they will be able to reach you.
- If you have home health care services, plan ahead with your agency for emergency procedures.
- Notifying local police, fire, and rescue responders of special needs or mobility issues.

## Keeping Updated

Getting information during an emergency situation is vital, especially at the height of the event when evacuation may be required. In 1951, President Harry Truman established the first national emergency alert system (EAS). Although the technology has improved over the years, the goal continues to be to use broadcast media to provide emergency information to the general public as quickly as possible. Using the EAS, emergency managers can provide critical information and instructions to the public. Radio and television stations provide the quickest means to obtain information. Have a battery-operated radio tuned to a local all-news or talk-radio station. Consider purchasing a battery-operated weather alert radio. The stations listed below are part of the Prince George's County emergency alert system.

Call Sign	AM/FM	Dial	Call Sign	AM/FM	Dial
WMUC	FM	88.1	<b>WTOP</b>	<b>FM</b>	<b>107.7</b>
WAMU	FM	88.5	WTNT	AM	570
WPFW	FM	89.3	<b>WMAL</b>	<b>AM</b>	<b>630</b>
WCSP	FM	90.1	WKDL	AM	730
WETA	FM	90.9	WILC	AM	900
WGTS	FM	91.9	WCTN	AM	950
WKYS	FM	93.9	WTEM	AM	980
WARW	FM	94.7	WWGB	AM	1030
WPGC	FM	95.5	WPLC	AM	1050
WHUR	FM	96.3	WUST	AM	1120
WASH	FM	97.1	WMET	AM	1150
WMZQ	FM	98.7	WFAX	AM	1220
WIHT	FM	99.5	WWRC	AM	1260
WBIG	FM	100.3	WYCB	AM	1340
WWDC	FM	101.1	WOL	AM	1450
WMMJ	FM	102.3	<b>WTOP</b>	<b>AM</b>	<b>1500</b>
WGMS	FM	103.5	WACA	AM	1540
WJZW	FM	105.9	WPGC	AM	1580
WRQX	FM	107.3	WKDM	AM	1600



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## Recovering from an Emergency

Recovery continues even after the emergency or disaster, 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, and try to evaluate and plan for the chance it could happen again.
- Volunteer at a local shelter, blood bank, or food pantry to assist emergency victims.
- Spend time doing things other than watching or listening to news of the emergency or disaster.
- Consult your minister or spiritual advisor.

In particular, children may need reassurance and extra attention. Children may respond to an emergency or disaster by demonstrating increased anxiety or emotional and behavioral problems. Some younger children may return to earlier behavior patterns, such as bed-wetting and separation anxiety. Older children may react to physical and emotional disruptions with aggression or withdrawal. Even children who have only indirect contact with the emergency or disaster may have unresolved feelings. In most cases, such responses are temporary and as time passes, symptoms usually ease. It is best to encourage children 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. If a child has difficulty expressing feelings, allow the child to draw a picture of what happened. If a young child asks questions about the incident, answer them simply without the elaboration needed for an older child or adult. Remember, children imitate the way adults cope with emergencies. They can detect adults' uncertainty and grief. Adults can make emergencies and disasters less traumatic for children by maintaining a sense of control over the situation. The most assistance you can provide a child is to be calm, honest and, caring.



# Emergency Preparedness Guide



## Personal Emergency Information Sheet

The **Out-of-Area Contact** is one of the most important concepts in your emergency preparedness plan. When an emergency or disaster occurs, you will be concerned about the welfare of your loved ones. In an emergency or disaster, local telephone service may be disrupted. However, long distance lines, because they are routed many different ways out of your community, may be open. It is also important to remember that the telephone company's emergency telephone network is the pay telephone system. They will restore it before the rest of the system. So, if you have change to make a pay telephone call and an out-of-area contact, you may be able to communicate with loved ones in the affected area indirectly through your out-of-area contact.

### Out-of-Area Contact

**Name** \_\_\_\_\_

**City** \_\_\_\_\_

**Telephone (day) (\_\_\_\_) - \_\_\_\_\_ (evening) (\_\_\_\_) - \_\_\_\_\_**

**Cellular Phone (\_\_\_\_) - \_\_\_\_\_**

### Local Contact

**Name** \_\_\_\_\_

**City** \_\_\_\_\_

**Telephone (day) (\_\_\_\_) - \_\_\_\_\_ (evening) (\_\_\_\_) - \_\_\_\_\_**

**Cellular Phone (\_\_\_\_) - \_\_\_\_\_**

### Nearest Relative/Friend

**Name** \_\_\_\_\_

**City** \_\_\_\_\_

**Telephone (day) (\_\_\_\_) - \_\_\_\_\_ (evening) (\_\_\_\_) - \_\_\_\_\_**

**Cellular Phone (\_\_\_\_) - \_\_\_\_\_**

### Family Work Numbers

**Father** \_\_\_\_\_ **Mother** \_\_\_\_\_

**Other** \_\_\_\_\_

### School Numbers

**Principal's Name** \_\_\_\_\_ **Number** \_\_\_\_\_

**Teacher's Name** \_\_\_\_\_ **Number** \_\_\_\_\_

### Emergency Telephone Numbers

In a life threatening emergency, dial 911.

**Police Department** \_\_\_\_\_

**Fire Department** \_\_\_\_\_

**Hospital** \_\_\_\_\_

### Family Physicians

**Name** \_\_\_\_\_ **telephone** \_\_\_\_\_

**Name** \_\_\_\_\_ **telephone** \_\_\_\_\_

**Name** \_\_\_\_\_ **telephone** \_\_\_\_\_

**REUNION POINTS.** After an emergency or disaster it may be impossible for family members to return home for one reason or another. It is very important that you select a meeting point away from your neighborhood where you can once again join the members of your household.

### Reunion Locations

**1. Right outside your home** \_\_\_\_\_

**2. Away from the neighborhood, in case you cannot return home**

**Address** \_\_\_\_\_

**Telephone** \_\_\_\_\_

**Route to try first** \_\_\_\_\_

### At Home Learn the Location of:

**1. Emergency preparedness kit** \_\_\_\_\_

**2. Gas shut off valve** \_\_\_\_\_

**3. Water shut off valve** \_\_\_\_\_

**4. Electricity shut off valve** \_\_\_\_\_

**FOR EMERGENCY ASSISTANCE (FIRE, POLICE, EMS):  
CALL 911**



# Emergency Preparedness Guide

## Jurisdiction Phone Numbers

### Town of Berwyn Heights

Office: 301-474-5000  
Fax: 301-474-5002  
Police Non-Emergency Number  
9 AM – 5 PM: 301-474-6554  
Comcast Cable Channel #71  
Web Site: [www.berwyn-heights.com](http://www.berwyn-heights.com)

### City of Bowie

Office: 301-262-6200  
Fax: 301-809-2302  
Comcast Cable Channel #71  
Web Site: [www.cityofbowie.org](http://www.cityofbowie.org)

### Town of Capitol Heights

Office: 301-336-0626  
Fax: 301-336-8706  
Police Non-Emergency Number  
9 AM – 5 PM: 301-420-2444  
Web Site: [www.townofcapitolheights.com](http://www.townofcapitolheights.com)

### City of College Park

Office: 301-864-8666  
Fax: 301-699-8029  
Comcast Cable Channel #71  
Web Site: [www.ci.college-park.md.us](http://www.ci.college-park.md.us)

### Town of Cottage City

Office: 301-779-2161  
Fax: 301-779-3525  
Police Non-Emergency Number  
9 AM – 5 PM: 301-927-9225  
Comcast Cable Channel #71  
Web Site: [www.porttowns.com](http://www.porttowns.com)

### Town of Eagle Harbor

Office: 301-888-2410  
Fax: 301-888-2410

### Town of Fairmount Heights

Office: 301-925-8585  
Fax: 301-925-8977  
Police Non-Emergency Number  
9 AM – 5 PM: 301-883-9472

### City of Glenarden

Office: 301-773-2100  
Fax: 301-773-4388  
Police Non-Emergency Number  
9 AM – 5 PM: 301-772-3214  
Comcast Cable Channel #71  
Web Site: [www.cityofglenarden.org](http://www.cityofglenarden.org)

### Town of Bladensburg

Office: 301-927-7048  
Fax: 301-927-5257  
Police Non-Emergency Number  
9 AM – 5 PM: 301-864-6080  
Comcast Cable Channel #71  
Web Site: [www.bladensburg.com](http://www.bladensburg.com)

### Town of Brentwood

Office: 301-927-3344  
Fax: 301-927-0681  
Comcast Cable Channel #71

### Town of Cheverly

Office: 301-773-8360  
Fax: 301-773-0173  
Police Non-Emergency Number  
9 AM – 5 PM: 301-773-8362  
Comcast Cable Channel #71  
Web Site: [www.cheverly.com](http://www.cheverly.com)

### Town of Colmar Manor

Office: 301-277-4920  
Fax: 301-699-5245  
Comcast Cable Channel #71  
Web Site: [www.porttowns.com](http://www.porttowns.com)

### City of District Heights

Office: 301-336-1402  
Fax: 301-350-3660  
Police Non-Emergency Number  
9 AM – 5 PM: 301-336-8297  
Comcast Cable Channel #71  
Web Site: [www.districtheights.org](http://www.districtheights.org)

### Town of Edmonston

Office: 301-699-8806  
Fax: 301-699-8203  
Police Non-Emergency Number  
9 AM – 5 PM: 301-699-8805  
Comcast Cable Channel #71

### Town of Forest Heights

Office: 301-839-1030  
Fax: 301-839-9236  
Police Non-Emergency Number  
9 AM – 5 PM: 301-839-4040

### City of Greenbelt

Office: 301-474-8000  
Fax: 301-441-8248  
Police Non-Emergency Number  
9 AM – 5 PM: 301-474-7200  
Comcast Cable Channel #71  
Web Site: [www.ci.greenbelt.md.us](http://www.ci.greenbelt.md.us)

# Emergency Preparedness Guide



## City of Hyattsville

Office: 301-773-6401  
Fax: 301-985-5007  
Police Non-Emergency Number  
9 AM – 5 PM: 301-985-5060  
Comcast Cable Channel #71  
Web Site: [www.hyattsville.org](http://www.hyattsville.org)

## City of Laurel

Office: 301-725-5300  
Fax: 301-490-5068  
Police Non-Emergency Number  
9 AM – 5 PM: 301-498-0092  
Comcast Cable Channel #71  
Web Site: [www.laurel.md.us](http://www.laurel.md.us)

## City of Mount Rainier

Office: 301-985-6585  
Fax: 301-985-6595  
Police Non-Emergency Number  
9 AM – 5 PM: 301-985-6590  
Cable Channel #71

## Town of North Brentwood

Office: 301-669-9699  
Fax: 301-699-1824  
Web Site: [www.pe.net/~rksnow/mdcountynorthbrentwood.htm](http://www.pe.net/~rksnow/mdcountynorthbrentwood.htm)

## City of Seat Pleasant

Office: 301-336-2600  
Fax: 301-336-0029  
Police Non-Emergency Number  
9 AM – 5 PM: 301-499-8700  
Web Site: [www.cityofseatpleasant.org](http://www.cityofseatpleasant.org)

## Town of Upper Marlboro

Office: 301-627-6905  
Fax: 301-627-6905  
Comcast Cable Channel #71

## Town of Landover Hills

Office: 301-985-5000  
Fax: 301-773-9145  
Police Non-Emergency Number  
9 AM – 5 PM: 301-773-6400  
Comcast Cable Channel #71  
Web Site: [www.lhills.sailorsite.net](http://www.lhills.sailorsite.net)

## Town of Morningside

Office: 301-736-2300  
Fax: 301-736-7440  
Police Non-Emergency Number  
9 AM – 5 PM: 301-736-7400  
Web Site: [www.town.morningside.md.us](http://www.town.morningside.md.us)

## City of New Carrollton

Office: 301-459-6100  
Fax: 301-459-8172  
Comcast Cable Channel #71  
Web Site: [www.new-carrollton.md.us](http://www.new-carrollton.md.us)

## Town of Riverdale Park

Office: 301-927-6381  
Fax: 301-864-8090  
Police Non-Emergency Number  
9 AM – 5 PM: 301-927-4343  
Comcast Cable Channel #71  
Web Site: [www.ci.riverdale-park.md.us](http://www.ci.riverdale-park.md.us)

## Town of University Park

Office: 301-927-4262  
Fax: 301-277-4548  
Police Non-Emergency Number  
9 AM – 5 PM: 301-277-0050  
Comcast Cable Channel #71  
Web Site: [www.upmd.org](http://www.upmd.org)



# Emergency Preparedness Guide

## Useful Phone Numbers and Websites

Prince George's County Website . . . . . [www.co.pg.md.us](http://www.co.pg.md.us)  
 Federal Emergency Management Agency Website . . . . . [www.fema.gov](http://www.fema.gov)  
 Maryland Emergency Management Agency Website . . . . . [www.mema.gov](http://www.mema.gov)

### COUNTY POLICE NON-EMERGENCY NUMBERS

Headquarters . . . . . 301-772-4740  
 District I Hyattsville . . . . . 301-699-2630  
 District II Bowie . . . . . 301-390-2100  
 District III Landover . . . . . 301-772-4900  
 District IV Oxon Hill . . . . . 301-749-4900  
 District V Clinton . . . . . 301-856-3130  
 District VI Beltsville . . . . . 301-937-0910

### COUNTY FIRE DEPARTMENT NON-EMERGENCY NUMBERS

Fire Department Information . . . . . 301-883-5200

### COUNTY EMERGENCY MANAGEMENT

Office of Emergency Management . . . . . 301-583-1899

### GOVERNMENT SERVICES

Animal Control . . . . . 301-499-8300  
 Arson Hotline . . . . . 77ARSON (772-7766)  
 TheBus Transportation . . . . . 301-324-2877  
 Child Protective Services . . . . . 301-699-8605  
 Department of Corrections . . . . . 301-952-7015  
 Office of the Sheriff . . . . . 301-883-7000  
 Department of Public Works & Transportation, Emergency Dispatch Number . . . . . 301-499-8600  
 Department of Public Works & Transportation, Road Operations Storm Center  
 (Snow Storms 40 or more and Severe Ice Storms) . . . . . 301-350-0500  
 Department of Family Services . . . . . 301-699-2672  
 Department of Social Services . . . . . 301-909-7010  
 Energy Assistance . . . . . 301-909-6300  
 Emergency Food . . . . . 301-909-6343  
 Health Department . . . . . 301-883-7834  
 Prince George's County Information Line . . . . . 301-952-4810  
 Prince George's County Board of Education . . . . . [www.pgcps.org](http://www.pgcps.org)

### UTILITIES

BGE . . . . . 1-877-778-2222  
 . . . . . 1-800-685-0123  
 PEPCO . . . . . 1-877-737-2662  
 Southern Maryland Electric Company . . . . . 301-855-1660  
 Verizon . . . . . 301-954-6232  
 WSSC . . . . . 301-206-4002  
 Washington Gas . . . . . Office: 703-750-1000 Report gas leak: 703-750-1400

### OTHER ASSISTANCE

American Red Cross . . . . . 301-559-8500  
 Blood Donations . . . . . 1-800-448-3543  
 Poison Control . . . . . 1-800-492-2414  
 Communicable Disease . . . . . 301-883-7834  
 Homeless Hotline . . . . . 1-888-731-0999

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