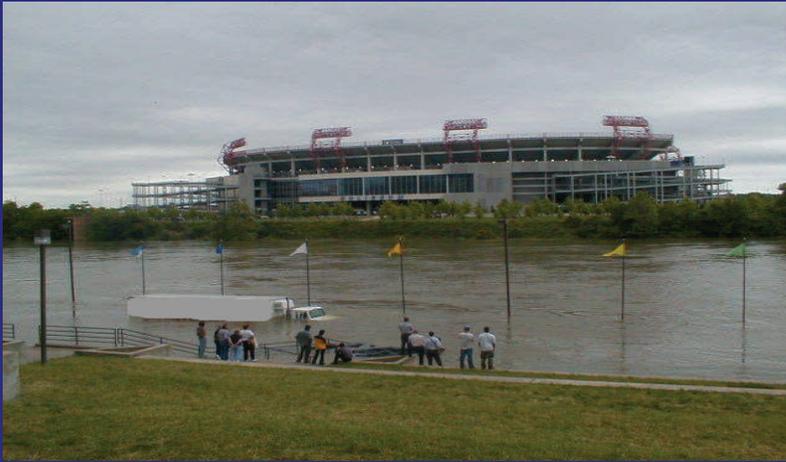


Ready Nashville!

Metro Nashville Mayor's Office of Emergency Management



A Household Preparedness GUIDE

AN INFORMATIONAL
RESOURCE FOR
WHAT TO DO IN AN
EMERGENCY



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YOU CAN PREPARE FOR A DISASTER

Dear Nashville Residents,

Nashville and Davidson County has worked hard to prepare for emergencies. Our city government plans and drills regularly, and schools, non-profit organizations and businesses are also preparing. Although the city will respond to disasters, you can prepare yourself and your household for emergencies. As soon as you read this guide, you'll see how easy it is to prepare.

“Ready Nashville” describes many of the emergencies that could face our community and provides important information on how to respond and prepare. Following the advice will help you and your family take control of disasters. Please read this guide carefully and keep it close at hand. Share this information with your family, friends and neighbors, and always be prepared!

Sincerely,
Mayor’s Office of Emergency
Management

EMERGENCY PREPAREDNESS FOR YOU AND YOUR FAMILY

Emergency preparedness is as simple as planning ahead. Go over the check lists below with your household to determine how you can take control of an emergency. Make sure they are complete and ready to go.

“GO” BAG CHECKLIST

Every household should consider assembling a Go Bag – a collection of items you may need in the event of an evacuation. Each household member's Go Bag should be packed in a sturdy, easy-to-carry container such as a backpack or suitcase on wheels. A Go Bag should be easily accessible if you have to leave your home in a hurry. Make sure it is ready to go at all times of the year.

- Copies of your important documents in a water-proof and portable container (insurance cards, birth certificates, deeds, photo Ids, etc.).
- Extra set of car and house keys, credit and ATM cards and cash, especially in small denominations. We recommend you keep at least \$50 - \$100 on hand.
- Bottled water and non-perishable food such as energy or granola bars.
- Flashlight, battery-operated AM/FM radio and extra batteries. You can also buy wind-up radios that do not require batteries at retail stores.
- Medication for a least one week and other essential personal items. Be sure to change medications before they expire. Keep a list of the medications each member of your household takes and their dosages, or copies of all your prescription slips.
- First-aid kit.
- Sturdy, comfortable shoes, lightweight rain gear and a mylar blanket.
- Contact and meeting place information for your household, and a small regional map.
- Child care supplies or other special items.

HOUSEHOLD DISASTER PLAN CHECKLIST

Consider developing a disaster plan with your household members to prepare what to do, how to find each other, and how to communicate in an emergency. Utilize the Emergency Reference Card for this purpose. Make photo copies if necessary.

- Decide where your household will reunite after a disaster. Identify two places to meet: one right outside your home and another outside your neighborhood, such as a library, community center or place of worship.
- Make sure everyone knows the address and phone number of your second meeting place.
- Know and practice all possible exit routes from your home and neighborhood.
- Designate an out-of-state friend or relative that household members can call if separated during a disaster. If phone circuits are busy, this out-of-state contact can be an important way of communicating between household members. When local phone circuits are busy, long-distance calls may be easier to make.
- Account for everybody's needs, especially seniors, people with disabilities and non-English speakers.
- Practice your plan with all household members.
- Ensure that household members have a copy of your household disaster plan to keep in their wallets and backpacks.

YOU CAN PREPARE FOR A DISASTER

EVACUATION

In some emergencies, it may be necessary to evacuate your home or neighborhood. City officials will tell you when to evacuate through the media and direct warnings. Evacuation is used as a last resort when a serious threat to public safety exists.

EVACUATE IMMEDIATELY WHEN YOU:

- Are directed to do so by an emergency official.
- Are in immediate danger.
- Smell gas or smoke.
- See fire.

BE PREPARED TO EVACUATE:

- Secure your home: close and lock windows and doors, and unplug appliances before you leave. Authorities will instruct you if it is necessary to turn off utilities.
- Wear sturdy shoes and comfortable, protective clothing such as long pants and long-sleeved shirts.
- Bring your "Go" Bag with you when you evacuate. Know your workplace evacuation plan.
- Know your child's school evacuation plan.
- Remember, evacuation routes change based on the emergency so stay tuned to the local news.

SHELTER IN PLACE

When evacuation to shelters is neither appropriate nor possible, you may be asked to stay in place. This could be as simple as remaining at home while officials clear areas of hazards to prevent potential injury or harm to those who may enter, or it could require more active measures known as sheltering in place. Sheltering in place is an effective way to protect yourself in emergencies involving contaminated air. However, you should only do so if directed by emergency officials.

IF YOU ARE ASKED TO SHELTER IN PLACE:

- Go Inside your home or the nearest appropriate facility.
- Take Shelter in a room that has few doors or windows. Ideally, a room to shelter in place should allow at least 10 square feet per person.
- Seal all doors and windows.
- Turn off the ventilation systems.
- Do not use the phone – keep the phone line available for emergency calls.
- Stay tuned to your radio or television for emergency information and updates.
- Make use of your "Go" Bag and Emergency Supply Kit.

DISASTER SHELTERING

Some emergencies may require that you leave your home and travel to an emergency shelter. The American Red Cross has a list of shelter sites appropriate for various types of disasters. Local officials will inform you when sheltering is necessary.

DISASTER SHELTERING GUIDELINES:

If you can, try to seek shelter with friends or relatives outside the affected area. Shelters can be set up in schools, municipal buildings and places of worship. They can provide basic food, medicine and water. If possible, bring clothing, bedding, bathing and sanitary supplies, special food and pre-filled prescriptions and other medications to shelters.

Alcoholic beverages, firearms and illegal substances are not allowed in emergency shelters.

You cannot bring pets to most shelters. For more information on animals, see TIPS FOR PET OWNERS.

Take your "Go" Bag to the shelter with you.

Cooperate with shelter managers and other people in order to make a difficult situation less stressful.

Remember shelter sites change based on the emergency, so stay tuned to the local news.

UTILITIES DISRUPTION

IF YOU LOSE PHONE SERVICE

Use your cell phone, or borrow one from a friend or neighbor if possible, and report the outage to your provider.

If you have a cordless phone, remember you may lose service during a power outage. It is a good idea to have a phone that does not rely on electricity.

Fire alarm boxes will continue to work.

IF YOU SMELL GAS

Natural gas has an odor similar to rotten eggs so that even the smallest leaks can be detected.

Do NOT smoke, light matches or lighters, turn on any lights or use the telephone. Any spark could cause a fire.

Ensure everyone leaves the home/building immediately. Use a telephone away from the building to call Piedmont Gas 1-800-752-7504 any time of the day or night.

Please note: There is no charge for calling the gas company to check for a gas leak.

Piedmont Gas is available to immediately respond 24 hours a day, 365 days per year.

WATER AND SEWER RELATED PROBLEMS

It is always a good idea to have a 72 hour per person supply of bottled water in the house.

If you see water coming up from the ground or roadway, or suspect a water main break, call Metro Water at 615-862-4800. Be prepared to provide the following information: a description of the condition, what is being affected, the exact location of the problem and your name, address and telephone number.

If you have no or very low water pressure, contact **Metro Water** at **615-862-4800** for their 24-hour Customer Service line.

If authorities deem that there is a concern about drinking water quality, you will be advised of what actions to take. In some cases, you may be told not to use the water for cooking or drinking purposes unless it is boiled, treated with bleach or iodine, or disinfected by other means. In an extreme case, you may be told not to use the water for cooking, drinking, hand-washing or bathing.

If there is a drought, authorities may advise you to conserve water. Please restrict your water use as much as possible. If the drought worsens, mandatory water restrictions can be imposed. Conservation measures can slow the depletion rate of stored water and potentially postpone or eliminate the threat of serious water shortages.

IF THERE IS A POWER OUTAGE

Call **Nashville Electric Service** at **615-234-0000** to report a power outage.

Disconnect or turn off all appliances that will turn on automatically when service is restored. If several appliances start up at once, they may overload electrical circuits.

In order to prevent food spoilage, keep your refrigerator and freezer doors closed as much as possible. Move milk, cheese, meats, and other perishables into the freezer compartment. If the freezer is only partially full, keep all items close together and stacked on top of each other.

Stay indoors if possible. If you must go outside, stay away from downed and dangling power lines. Treat all downed lines as if they are dangerous.

Check on people with special needs.

Keep a battery-operated radio on for updates on the restoration process.

Do not burn charcoal indoors and do not use your kitchen gas range to heat rooms as this can lead to fire or a hazardous smoke condition.

Do not use a generator indoors. Without proper ventilation they can create a buildup of carbon monoxide that can be lethal.

HAZARD SPECIFIC INFORMATION

WEATHER DISASTERS

SEVERE WEATHER

Weather is monitored closely by various government agencies. Severe weather should be taken seriously – it can be dangerous and harm both you and your property.

Thunderstorms, Flash Flooding and Tornadoes

IN A THUNDERSTORM

Avoid handling metal, electrical equipment, telephones, bathtubs, water faucets and sinks because lightning can follow the wires and pipes. Be especially careful with televisions.

If there is a severe thunderstorm, take cover immediately in a stable facility, but avoid trees.

IN A FLASH FLOOD

Seek high ground. Never attempt to drive your vehicle through standing water.

IN A TORNADO

Go to your basement or shelter in the strongest and lowest part of your residence, away from windows. Interior bathrooms and doorframes are good examples. If you cannot find shelter outside, take cover in a ditch or other recessed area.

SOME MEASURES TO HELP YOU WEATHER MAJOR STORMS

- Secure outdoor objects such as garbage cans or lawn furniture.
- Stay clear of downed power lines.
- In extreme conditions, consider shutting off power and gas appliance switches to prevent damage to your appliances.

National Weather Service Terms

Severe Thunderstorm Watch:

There is a potential for thunderstorms to form that can produce wind gusts greater than 58 mph and / or hail greater than $\frac{3}{4}$ of an inch in diameter.

Severe Thunderstorm Warning:

A severe thunderstorm is imminent and action must be taken to protect life and property.

Tornado Watch:

A tornado could form in the next few hours, as conditions are favorable.

Tornado Warning:

A tornado has been reported and / or the National Weather Service radar detected a tornado or tornadic signature.

Flash Flood Watch:

Localized flooding due to heavy rainfall is possible.

Flash Flood Warning:

Localized flooding due to heavy rainfall is imminent.

Freezing Rain Advisory:

Minor accumulation of ice due to freezing rain is expected.

Winter Weather Advisory:

Accumulation of one to three inches is expected within a 12-hour period.

Winter Storm Watch:

Significant accumulation of snow and / or ice is possible within 36 hours.

Winter Storm Warning:

A storm with three inches or more of snow / sleet /freezing rain is expected within a 24-hour period.

DURING SEVERE WEATHER

- Dress appropriately if you will be outside.
- Take shelter as needed.
- Stay updated by watching TV or listening to the radio. The National Weather Service broadcasts forecasts, warnings and other information 24 hours a day. Special weather radios are available at local retail stores.

Weather Disasters (continued)

WINTER WEATHER

Dangerous winter weather includes winter storms and blizzards. These can involve a combination of heavy snow, ice accumulation and dangerous wind chills.

DRESS WARMLY AND STAY DRY:

Wear hats, scarves, dress in layers and water-repellent coats. Wear mittens instead of gloves, they are warmer.

COVER YOUR MOUTH:

Protect your lungs from extremely cold air by covering your mouth when outdoors.

AVOID OVEREXERTION:

Take your time while shoveling snow or pushing a car. Stretch before you go out and drink plenty of non-alcoholic, non-caffeinated fluids.

CAR SAFETY:

Be sure to clear snow from your tail pipe before you start your car to prevent carbon monoxide poisoning.

SAFE HEATING:

Many fires and emergencies are caused every year from unsafe heating.

Electric heaters should be used with extreme caution to prevent shock, fire and burns.

Materials near heaters should be kept at least three feet from the heat source to prevent fire.

Gas ovens and burners should never be used to heat your home.

EXTREME HEAT

During the summer months, unusually high temperatures can occur that can be a life threatening condition. Heat waves are particularly dangerous for children, the elderly and those with chronic health conditions. Please check on your neighbors and offer them assistance. Heat related illnesses can become medical emergencies quickly – call 911.

FOLLOW THESE TIPS TO STAY COOL:

- Stay out of the sun. When in the sun, wear sunscreen at least SPF 15.
- Drink plenty of water and avoid alcoholic beverages.
- Wear lightweight, light-colored, loose fitting clothes that cover as much skin as possible to prevent sunburn.
- Give your body a chance to adjust to extreme changes.
- Use shades or awnings.
- Consider going to public pools and air-conditioned stores and malls.

Hazard Specific Information

FIRE

If your smoke detector goes off or if you notice a fire, remain calm. Do not try to fight a major fire. Leave immediately and call 911.

- If your clothes catch on fire, **STOP** where you are, **DROP** to the ground and **ROLL** over and over to smother the flames.
- Call **911** from a safe place such as a neighbor's house.
- Do not stop to get anything.
- Feel doors with the back of your hand before you open them. If they are hot, find another way out. Stay as close to the floor as possible – smoke and heat rise and the air is clearer and cooler near the floor.
- Keep a wet cloth over your nose and mouth. If possible, signal for help by waving a cloth or sheet outside the window.
- Create a family fire escape plan that shows two ways out of every room and a family meeting place. Practice it at least twice a year.
- To prevent fires, keep an fire extinguisher and working smoke detectors on every level in the house. Check batteries twice a year.

CARBON MONOXIDE

Dangerous levels of carbon monoxide – a colorless and odorless gas – can be produced from improperly ventilated furnaces, plugged or cracked chimneys, water heaters, fireplaces, stove and tail pipes. Symptoms of carbon monoxide poisoning are flu-like and may include headache, dizziness, fatigue and vomiting.

If you suspect carbon monoxide poisoning:

- Call **911** immediately.
- Open the windows.
- Get yourself or the victim to fresh air.

DISEASE OUTBREAKS & BIOLOGICAL EVENTS

There are treatments for many diseases and biological agents. Nashville has established plans for responding to potential situations involving disease outbreaks and biological events in cooperation with State and Federal Agencies.

Nashville utilizes "syndromic surveillance" to monitor disease patterns. When the program is fully implemented, Nashville will be tracking emergency room visits, ambulance runs and pharmaceutical sales to provide an early warning to a possible outbreak. The city may distribute medication or vaccines to those who are at risk. This course of action will be decided based on the specific health hazard. To distribute treatments or vaccines, the city may open Points of Dispensing locations (POD). In the event PODs are activated, you will be notified by the local media.

Hazard Specific Information

RADIATION EXPOSURE

Small amounts of radiation are considered safe. In the unlikely event that Nashville became exposed to unsafe levels of radiation, there are steps you can take to reduce your exposure.

- If you are outside, get inside. Remove all clothing and wash thoroughly.
- If there's an event indoors, try to get out of the building without passing through the contaminated area. If you cannot escape, it may be better to move as far away from the event as possible and shelter in place.

THESE THREE GUIDELINES WILL HELP TO MINIMIZE YOUR EXPOSURE TO RADIATION:

- 1. Time: Radioactive materials become less radioactive over time. Stay inside until authorities alert you the threat has passed.**
- 2. Distance: The greater the distance between you and the source of the radiation the better. Authorities may call for an evacuation of people from areas close to the release.**
- 3. Shielding: Put as much heavy, dense material between you and the source of the radiation as possible. Authorities may try to advise you to stay indoors or underground for this reason. Close and seal your windows and turn off any ventilation.**

BUILDING COLLAPSES OR EXPLOSIONS

Building collapses or explosions can be the result of structural damage or sabotage. Either way, the set of rules below apply.

IF YOU ARE IN A BUILDING COLLAPSE OR EXPLOSION:

- Get out as quickly and calmly as possible.
- If you can't get out of the building, get under a sturdy table or desk.

IF YOU CLEAN UP DEBRIS:

- Wear gloves and sturdy shoes.
- Sort debris by type (wood, appliances, etc.).
- Avoid any downed utility wires.
- Do not move debris that is too large or too heavy. Ask for help from neighbors, friends and recovery workers.

IF YOU ARE TRAPPED BY DEBRIS:

- Cover your nose and mouth with a cloth or clothing.
- Move around as little as possible to avoid kicking up dust, which is harmful to inhale.
- If possible, use a flashlight so that you can see your surroundings.
- Tap on a pipe or wall so rescuers can hear where you are. Shout only as a last resort as shouting can cause you to inhale dangerous dust.

HAZARDOUS MATERIALS & SPILLS

We use hazardous materials every day. Small spills occasionally occur, but these incidents generally cause the public little difficulty other than traffic delays. In the event of a major spill, authorities will instruct you on the best course of action, however, you should heed the precautions listed below:

- Stay upwind of the material if possible.
- If needed, seek medical attention as soon as possible.
- If there's an event indoors, try to get out of the building without passing through the contaminated area.
- If exposed, remove outer layers of clothing, separate yourself from them and wash them.
- In some circumstances, it may be necessary to be decontaminated. Specially trained emergency personnel will perform decontamination procedures, which may include the removal of personal items and cleansing of exposed areas of the body. They will provide you with medical attention if necessary.

Terrorism

A terrorist's primary objective is to create fear. With accurate information and basic emergency preparedness, you can fight back. Keep in mind that accidents can sometimes appear to be terrorist incidents and vice versa. Your response should be similar in either case.

KNOW THE FACTS AND BE RESPONSIBLE:

- Know the facts of a situation and think critically. Confirm reports using a variety of reliable sources of information, such as the government or the media.
- Do not spread rumors.
- Do not accept packages from strangers and do not leave luggage or bags unattended in public areas.

BIOLOGICAL ATTACKS:

- A biological attack occurs when a terrorist intentionally causes a disease epidemic.
- See [DISEASE OUTBREAKS & BIOLOGICAL EVENTS](#) for more information on this type of emergency.

CHEMICAL ATTACKS:

- The intentional release of hazardous materials constitutes an act of terrorism, however accidents involving hazardous materials may also occur. Your course of action should be the same in either case.
- See [HAZARDOUS MATERIALS & SPILLS](#) for specific information on this type of event.

RADIOLOGICAL ATTACKS:

- Radiological attacks occur when radioactive material is intentionally released.
- **Radiological Dispersion Device (RDD):** An RDD is designed to scatter amounts of radioactive material over a wide area. The further the material disperses, the less harmful it is. In most cases, the amount of material is unlikely to be lethal.
- **"Dirty Bomb":** A dirty bomb is a kind of RDD that combines conventional explosives and radioactive material. The explosive is intended to scatter the radioactive material. More damage and casualties may result from the explosion than from the radiation itself.

A PARCEL OR LETTER MAY BE CONSIDERED SUSPICIOUS WHEN IT HAS MORE THAN ONE OF THE FOLLOWING CHARACTERISTICS:

- Handwritten or poorly typed addresses, incorrect titles or titles with no name, or misspellings of common words.
- Addressed to someone no longer with your organization or not addressed to a specific person.
- Strange return address or no return address.
- Marked with restrictions such as "Personal", "Confidential", or "Do Not X-ray".
- Excessive postage.
- Powdery substance on the outside.
- Unusual weight given its size, lopsided or oddly shaped.
- Unusual amount of tape on it.
- Odors, discolorations or oily stains.

SUSPICIOUS PACKAGE OR ENVELOPE

IF YOU RECEIVE A SUSPICIOUS PACKAGE OR ENVELOPE:

- PUT IT DOWN – preferably on a stable surface.
- Cover it with an airtight container like a trash can or plastic bag.
- Call **911** and alert your building's security officials.
- Alert others to the presence of the package and evacuate the area.
- Wash your hands with soap and water.
- Do not stray far from the area if you think you have been exposed.

BOMB THREAT

If you receive a Bomb Threat:

- Ask the caller as many of the following questions as possible:
 - When is the bomb going to explode?
 - Where is the bomb right now?
 - What does the bomb look like?
 - Where are you calling from?
 - Why did you place the bomb?
- Keep the caller on the line for as long as possible and try to write down or record the conversation.
- Listen carefully to the caller's voice and background noise.
- After you hang up, call **911 IMMEDIATELY!**

INFORMATION FOR YOU AND YOUR LOVED ONES

SENIORS & PEOPLE WITH DISABILITIES

Seniors and people with disabilities may need to take additional steps to prepare for emergencies. If you or someone in your household has special needs, consider the following tips when preparing your disaster plans.

- Keep a 7 – 14 day supply of necessary medications on hand at all times.
- Develop a personal emergency plan for each place where you spend time – at home, work, school, and in the community.
- Evaluate your capabilities, limitations, needs and surroundings to determine what type of support you may need in an emergency.
- Include your home care attendant and other people in your network in your planning process.
- If you are dependent on electricity for your wheelchair, breathing machine or any other life-sustaining device, plan for a loss of power. Consult NES for priority options.
- The hearing impaired may need to make special arrangements through a neighbor or friend to make sure they receive emergency warnings.
- Mobility impaired people may need assistance to get to a shelter or to evacuate from buildings. Keep in mind elevators will not work in a power outage. Persons with illnesses that utilize electrically powered medically necessary equipment should check in with their families or doctors.
- People with special dietary needs should have an adequate emergency supply.
- It is a good idea to write down your support needs and numbers. Medical conditions, medications and dosages, allergies, special equipment, medical insurance cards as well as personal and medical contact details are important to have available. Keep this list with you in emergencies and supply a friend with a copy.
- If you have a service animal, make sure that it is registered with a service tag.

What Else You Can Do to Prepare Your Household For Emergencies

- Take a first-aid class or a Community Emergency Response Team (CERT) class to learn how to help family and neighbors if they are injured.
- Install smoke and carbon monoxide detectors in all areas of your home and check them regularly to make sure they are working.
- Install fire extinguishers in your home and make sure all household members know where they are and how to use them.
- Change batteries in smoke and carbon monoxide detectors and check on emergency supplies twice a year.

MENTAL HEALTH

Disaster victims are likely to experience at least one of several emotional responses: anger, fatigue, loss of appetite, sleeplessness, nightmares, depression, inability to concentrate, hyperactivity, or increased alcohol or drug use.

MENTAL HEALTH EXPERTS SUGGEST A NUMBER OF WAYS TO RELIEVE THE SYMPTOMS OF EMOTIONAL DISTRESS:

- Talk about your feelings with family, friends and neighbors. These people are good medicine, and sharing common experiences helps people overcome anxiety and feelings of helplessness.
- Get back into daily routines as soon as you can, and try to maintain a healthy diet and get plenty of sleep.
- If you continue to have the symptoms described above for an extended period of time, consider consulting a mental health professional.

INFORMATION FOR YOU AND YOUR LOVED ONES

PARENTS & FAMILIES

Include your children in the planning for an emergency. Teach them how to get help and what to do in different situations. Practice your family emergency plan with your children and quiz them about preparedness information.

EVERY CHILD SHOULD KNOW:

- Family contact information for use in an emergency.
- Never to touch wires lying on the ground or hanging from poles.
- How to identify the smell of gas. Tell them that if they smell it, they should tell a grown-up or leave the building.
- How and when to call **911**.

INFORMATION TO KNOW ABOUT YOUR CHILD'S SCHOOL OR DAY CARE FACILITY:

- Find out what your child's school does in the event of an emergency and know the school's emergency plan.
- Find out where you can pick up your child during an evacuation.
- Ensure that the school has up-to-date contact information for you and at least one other relative or friend.
- Find out if you can authorize a friend or relative to pick up your children in an emergency if you cannot.

"GO" BAG:

- Pack childcare supplies as well as games and small toys in your family's Go Bag.

REASSURANCE:

- Children are particularly vulnerable to emotional stress after a disaster and may exhibit excessive fear of the dark, crying, fear of being alone and constant worry. Reassure your child that they are safe. Encourage them to talk about their fears, emphasize that they are not responsible for what happened and comfort them.

PLAN FOR YOUR PETS

TIPS FOR PET OWNERS

Pet owners should include provisions for their pet in a household disaster plan. Please note that pets are not allowed in most shelters, except for service animals. Although every attempt will be made to establish a pet shelter in close proximity to the human shelters. Therefore, it is important that you have a plan for your pet in the case of an evacuation.

PET EMERGENCY PLANNING TIPS:

- Contact friends or relatives outside your area to see if they would be willing to accommodate you and your pets in an emergency. Also, ask a neighbor, friend or family member if they will look after your pet if you cannot return home due to a disaster.
- See if your veterinarian or groomer provides shelter for animals during an emergency.
- Transport your pets in a carrier for the duration of the disaster. This makes pets feel safer and more secure.
- Know your pets' hiding places so that you can easily find them in times of stress.
- Make sure each pet has an identification tag.

Assemble a "Pet Survival Kit" that can be ready to go if you are evacuating your pet to a kennel or to a family or friend's house. You should include:

- Water, food and containers.
- A leash / muzzle/ harness.
- A copy of all current vaccination and health records, license numbers and micro-chips numbers.
- Medication for your pet (if needed).
- A pet carrier or cage (a luggage carrier can be used to wheel the carrier around).
- Plastic bags for pick-up.
- Photo of your pet.

EMERGENCY REFERENCE CARD
HOUSEHOLD EMERGENCY INFORMATION
 Contact Information for household members. Please fill this section in and keep it up to date.

Name	
Date of Birth	
Work/School Evac Location	
Medical Information	
Work/School Address	
Telephone Numbers	

Name	
Date of Birth	
Work/School Evac Location	
Medical Information	
Work/School Address	
Telephone Numbers	

Name	
Date of Birth	
Work/School Evac Location	
Medical Information	
Work/School Address	
Telephone Numbers	

Medical Information	Name:	Telephone :	Policy #
Doctor			
Pharmacist			
Homeowners/Rental Insurance:			

HOUSEHOLD DISASTER PLAN

Household Disaster Plan	Household Disaster Plan
Home Meeting Address:	Home Meeting Address:
Home Meeting Phone Number:	Home Meeting Phone Number:
Neighborhood Meeting Address:	Neighborhood Meeting Address:
Neighborhood Meeting Phone Number:	Neighborhood Meeting Phone Number:
Out of State Contact Information:	Out of State Contact Information:
Contact Address:	Contact Address:
Other Information:	Other Information:

CONTACTING THE CITY IN EMERGENCIES

Call 911:

- **When you are in immediate danger or witness a crime in progress.**
- **For a serious injury or medical condition.**
- **Any other life threatening situation needing urgent attention.**

If you call 911, specify the type of emergency (fire, medical, police) and be prepared to answer questions. During a medical emergency, turn a light on so that emergency responders can find your home.

Non-emergency Telephone Tips:

- For Non-emergencies: contact non-emergency dispatch at 862-8600.

DO NOT CALL 911 for non-emergencies or to report a power outage (to allow telephone capacity for emergency calls).

Mayor's Office of Emergency Management	862-8530
Metro Police Non-Emergency Number	862-8600
Metro Department of Public Works	862-8750
Metro Nashville Public Health	340-5616
Metro Water	862-4800
Metro Animal Control	862-7928
Nashville Electric Service	736-6900
Nashville Gas	734-0734
Comcast Cable	244-5900
AT&T	800-222-0300
Information and Referral Line	211

SEARCH & FIND

You have learned a lot about being ready. Here are some words that we use a lot at the Mayor's Office of Emergency Management. Can you find them all?

D	A	F	T	H	U	N	D	E	R	A	S	T
W	I	O	E	F	A	S	K	R	Y	D	F	O
H	P	S	K	W	Q	Y	N	J	A	F	W	R
S	K	L	A	R	F	P	K	O	H	I	T	N
T	W	L	S	S	V	F	I	S	W	L	N	A
O	I	S	D	P	T	H	L	A	S	F	H	D
R	N	Q	N	J	H	E	J	S	E	L	H	O
M	T	S	V	T	L	E	R	T	R	O	L	K
S	E	T	Z	B	O	B	E	G	E	O	G	P
N	R	R	Y	Y	V	E	H	N	A	D	R	R
S	C	W	J	P	L	Q	B	I	D	S	E	E
I	C	E	D	S	S	L	J	N	Y	G	H	T
T	R	A	S	N	L	D	L	T	M	W	T	L
G	J	D	E	R	I	F	O	H	O	E	A	E
J	K	R	F	O	P	A	K	G	P	T	E	H
I	I	S	U	M	M	E	R	I	L	K	W	S
S	R	E	D	S	A	W	Q	L	N	M	E	D

DISASTER
FIRE
FLOODS
SLEET
LIGHTNING
RAIN
SHELTER
SUMMER
WEATHER



ICE
SNOW
STORMS
THUNDER
WINTER
READY
SIRENS
TORNADO
SAFE

Find and circle the words in the box of letters.



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