THE CITY OF SEAT PLEASANT

Eugene W. Grant
Mayor

CITIZEN'S EMERGENCY PREPAREDNESS GUIDE FOREWORD

The preservation of life, property, and the environment is an inherent responsibility of local, state, and federal government. As part of the Prince George's County Operational Area (which includes all properties, municipalities, utilities, transport systems, etc. which are located and operate with the boundaries of the county) the City of Seat Pleasant has adopted the County's comprehensive Emergency Operations Plan which will guide our response during emergencies. Accordingly, the City shares responsibility both individually and collectively in the total emergency effort with-in Prince George's County, Maryland. This ensures the most effective and economical allocation of resources as well as efficient inter-governmental operability.

PRINCE GEORGE'S COUNTY EMERGENCY PREPAREDNESS GUIDE

PRINCE GEORGE'S COUNTY
OEM
OFFICE OF EMERGENCY MANAGEMENT
Creating Resilient Communities

ALERT PRINCE GEORGE'S

BE PREPARED ▸ GET CONNECTED ▸ STAY INFORMED

If we can't **REACH** *you, we can't* **ALERT** *you!*

SIGN UP *to receive emergency alerts for locations you care about.*

Alert Prince George's is the County's mass notification system that sends important information directly to you before, during, or after an emergency or disaster.

CUSTOMIZE NOTIFICATIONS! Select the types of alerts you wish to receive and how you would like to receive them.

- Receive alerts on up to 10 devices—cell phone, home phone, email, and more
- Receive location based targeted alerts
- Receive alerts for up to 5 addresses
- Manage alert information via mobile app

STAY INFORMED at http://alert.mypgc.us

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INTRODUCTION

The Prince George's County Office of Emergency Management is pleased to provide the community with this quick reference Emergency Preparedness Guide. The information presented in this guide is intended to educate citizens and employees on preparedness and protective measures for the home and workplace. The guide offers steps to take during emergencies in an easy-to-read format and utilizes best practices and lessons learned to increase overall safety, reduce exposure to danger, and mitigate risk.

Take time to become familiar with its contents and keep this guide where it will be easily accessible. Although we cannot always predict when emergencies or disasters will occur, every individual, family, business, and community must do their part to ensure that we are prepared. Please review and assess your level of preparedness. Know that the information that we have provided is current, accurate, and critical in protecting you and your loved ones.

If you are interested in an emergency preparedness presentation, please contact the Prince George's County Office of Emergency Management.

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Rushern L. Baker, III
County Executive

PREPAREDNESS INFORMATION

For most people, disasters and emergencies are not a part of everyday life, so when something happens, they are often taken by surprise. The reality is that disasters happen every day. Each disaster can have serious injuries, property damage, loss of essential services, and disruption of community and business activities to name a few.

Disaster response is a partnership between first responders: local, state, and federal governments; disaster-relief organizations; and you! Taking the time to understand how a disaster may affect you, and then taking steps now to protect yourself can help minimize the negative effects of a disaster and help you recover more quickly.

In a disaster situation, local responders may not be able to reach you immediately. You should be ready to be self-sufficient for at least three days (72 hours). Your preparedness may allow you to help others during a disaster and will most certainly allow the first responders in your area to take care of those in the most immediate life-threatening situations. Being prepared and knowing what to do will reduce fear and anxiety and may help you to avoid the danger altogether.

Having a pre-developed emergency plan, preparing an emergency kit, and understanding how to stay informed is essential to your survival and comfort.

BE INFORMED

Stay informed during an emergency and get weather and traffic updates through Alert Prince George's, the official emergency notification system of Prince George's County. Visit http://alert.mypgc.us to sign up.

Emergency Alerts: http://alert.mypgc.us

Twitter: @PGCountyOEM

Facebook: www.facebook.com/PGCountyOEM

Capital Region Updates: www.capitalert.gov

MAKE AN EMERGENCY KIT

Depending on the size and complexity of the event, first responders may not be available immediately. Having supplies on hand for a minimum of three days (72 hours) will ensure your own safety and the safety of your family. It is recommended to have the following:

Home/Office Emergency Kit: This kit should provide enough supplies to help you survive for three days without any additional aid. It should include food, water (one gallon per person, per day), first aid supplies, a change of clothes, personal care supplies, walking shoes, flashlights, shelter-in-place equipment, local maps, a National Oceanic and Atmospheric Administration (NOAA) weather radio, a wrench or pliers for turning off utilities, and a whistle.

Car Kit: Essential car kit components include food, water, needed medical supplies, flashlights, jumper cables, shovel, ice scraper, warm clothes, and blankets.

An Emergency "Go Bag" in the Event of an Evacuation: Go bags include enough supplies for each member of the family to survive for three days on the road. This includes water, food, clothing, medication, evacuation routes, family records, and supplies for other specialized needs.

Family Records: Take time to ensure that all important family records are protected and readily available in the event of a disaster or evacuation. This will make the recovery process go more smoothly and quickly.

Medical Needs Lists: Compile a brief summary of known allergens, medications, and prior medical history. Keep a copy in your wallet, on the fridge, and at work and provide a copy to your emergency contact.

When assembling emergency supplies for your kits, remember to consider the needs of infants, children, seniors, and pets.

For a sample list of supplies for an emergency kit, see the last section of this guide.

MAKE A PLAN

Developing an emergency plan is an effective way to assure that everyone you care for knows how to respond in the event of an emergency. Learn about the hazards and risks in your area, and talk to members of your household about what to do in different scenarios. Consider the following:

- How will you contact one another?
- How will you reunite with your family?
- What will you do in different situations?

Communications Plan

It may be difficult to communicate with family and friends through traditional means during and after an emergency. Use these tips to help you connect with loved ones after an emergency.

- Establish an out-of-town emergency contact.
- Pick two meeting locations outside of the home (one nearby and one outside of the neighborhood.)
- Keep a hard copy of important phone numbers and addresses in your wallet.
- Consider texting instead of calling when phone lines are busy.

Evacuation Plan

When community evacuations are deemed necessary, local officials may notify you via Alert Prince George's. Local media may also provide valuable information regarding the evacuation process. The amount of time you have to evacuate will depend on the nature of the disaster, so be prepared to leave at a moment's notice. You should have enough supplies on hand should you have to leave with limited warning.

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- Assemble an emergency kit. (Ensure to plan for all members of your family, including pets.)
- Determine where you will go if you must evacuate and communicate the location with everyone in your household.
- Map multiple evacuation routes. During certain types of emergencies, some roads might be impassable.
- Make arrangements ahead of time with relatives and friends you may be able to stay with during an evacuation.
- In some instances, mass care shelters may be opened to provide sheltering to individuals who have been temporarily displaced from their homes. Pay attention to local authorities and news media to see if such a shelter is available. If you have other options for shelter available to you, make use of them instead of a mass care shelter.
- All shelters may not be pet friendly. Prepare a list of kennels, hotels, friends, and 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.

Shelter-in-Place Plan

There may be times when you are instructed to "shelter-in-place." The actions you take will differ depending on the situation. When making your family emergency plan, discuss which rooms in your home will be your "safe rooms" for each type of disaster. Different scenarios will require different locations to shelter-in-place. When instructed to shelter-in-place:

- Close all doors and windows.
- Turn off ventilation systems (heating and air conditioning) and close fireplace dampers.

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- Take your disaster supplies and a radio with you. Go to a room with the fewest doors and windows and seal the room. Cut plastic sheeting to fit over windows and vents ahead of time, then secure it with duct tape.
- Place a damp towel at the base of the door.
- Stay in the room and listen for news on the radio or television. Do not come out until you are told it is safe or you are told by authorities to evacuate.
- Consider keeping some basic disaster supplies (flashlight, radio, water, and food) in each of the safe rooms in your home. Or you might plan to take your "go" kit with you to your safe room.

Communications Plan	Shelter-in-Place Plan	Evacuation Plan
Have current phone numbers and email	Use in case of a tornado watch or warning	Identify alternate location(s)
Out-of-town contact	Located away from windows and outside doors	Plan your evacuation routes
Meeting places	Know where your main water and electric shut offs are located	Leave a note on the door or a pre-designated area
Inform family and friends about the plan	Include emergency phone numbers	Inform family and friends about the plan
Practice and update every 6 months	Practice the plan	Practice the plan

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GET INVOLVED

Many opportunities for training and preparedness are available to the public. Training and volunteer opportunities provide a valuable service to the community and an excellent foundation for knowledge of emergency preparedness. Some of those opportunities include:

American Red Cross: The American Red Cross in the National Capital Region offers training on CPR, first aid and numerous other skills. The Red Cross also provides volunteer opportunities to help respond to and recover from emergencies. Visit www.redcross.org/local/dc/Washington for more information.

Prince George's County Citizen Corps: The purpose of the Prince George's County Citizen Corps is to utilize the power of every individual through education, training and volunteer service to make communities safe, stronger and better prepared to respond to the threats of terrorism, crime, public health issues and disasters of all kinds. The Citizen Corps builds on community strengths and develops action plans to involve the whole community, including local businesses. Contact OEMStaff@co.pg.md.us for more information.

CORE PROGRAMS:

Community Emergency Response Team: CERT trains people in neighborhoods, workplaces and schools in basic disaster response skills, such as fire suppression and search and rescue. It helps Prince George's County residents take a more active role in emergency preparedness.

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Volunteers in Police Service: The Prince George's County Police Department offers the opportunity to join Volunteers in Police Service (VIPS), which provides support for the police department by incorporating volunteers so that law enforcement professionals have more time for front line duty. VIPS includes auxiliary police officers, administrative volunteers and the Citizen's Police Academy.

Fire Corps: Fire Corps volunteers are trained to perform non-operational administrative duties at the Prince George's County Fire/EMS Department.

Medical Reserve Corps: The Medical Reserve Corps (MRC) provides training and volunteer opportunities through the Prince George's County Health Department. It is composed of medical and non-medical volunteers trained to assist the community in dispensing medication and other services during public health emergencies.

Neighborhood Watch: Neighborhood Watch brings residents and law enforcement together to reduce crime and improve the quality of life in our neighborhoods. Volunteers may join an existing group or establish one in their neighborhood.

MEDICAL EMERGENCIES

If you discover an injured or ill person:

- Survey the scene before approaching a person experiencing a medical emergency.
- Make sure you can safely approach and assist the person.
- Quickly gather as much information as possible about the emergency such as name(s) of injured, the type(s) of injuries/symptoms, exact location, and a telephone number.
- Dial 911 and provide the emergency information.
- Return to the injured person and make him/her as comfortable as possible.

When administering first aid, it is important to only administer aid within your level of training. 911 dispatchers will provide direction to assist with patient care. Do not try to perform any skills above your level of training. If failure to render basic assistance would result in further injury or death, use common sense and work within your abilities. You could be held liable if you further injure the patient or if you initiate help but are unable to finish.

Caution–Avoid direct contact with blood or other bodily fluids! Bodily fluids or other potentially infectious materials should be treated as infectious and handled in accordance with universal precautions. If contact is necessary, use latex gloves, barrier masks or other protective equipment.

In a major disaster or emergency, Emergency Medical Services (EMS) may not be immediately available. In such circumstances, basic first aid may prevent further injury or death. Training on how to properly administer this aid is available from a variety of sources.

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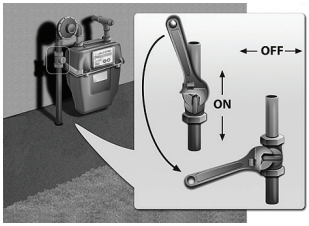
MEDICAL EMERGENCIES

Individuals interested in training for cardiopulmonary resuscitation (CPR) and Automated External Defibrillator (AED), or first aid may contact Prince George's County Office of Emergency Management at 301-324-4400 or OEMStaff@co.pg.md.us. The American Red Cross provides both training in CPR and basic first aid on a regular basis at reasonable prices. The American Red Cross National Capital Region can be reached by telephone at 703-584-8400 or www.redcross.org/local/dc/Washington

POISON CONTROL CENTER 1-800-222-1222

24-hour guidance for handling poison emergencies is available through the National Capital Poison Center. Poisonings are best prevented by storing medicines and household products in their original containers and locking those items where children cannot see or reach them. Store household products in a separate area away from food and medicines. If you believe that someone has been poisoned, call the Poison Control Center at 1-800-222-1222 or 911 immediately.

GAS LEAK



Natural gas is non-toxic, colorless, odorless, and combustible. For detection and safety, an unpleasant ingredient called "mercaptan" is added to the distribution system. Natural gas is distributed through a network of underground pipes and service lines. If a leak should occur, it is possible for gas to migrate into buildings, including those without natural gas service.

- If you smell gas or hear a blowing or hissing noise, open a window and get everyone out quickly. Turn off the gas at the outside main valve and call the gas company from a neighbor's home.
- If you smell natural gas, do not attempt to locate the source of the odor. Stop all activity and leave the area immediately. Eliminate all potential sources of ignition but do not unplug anything or turn any electrical switches on or off. Once clear of the building or area, call 911. Do not re-enter the building until cleared to do so by the Prince George's County Fire/EMS Department.
- If you hear a hissing or blowing noise; see dirt being thrown in the air; see fire coming from the ground; or see water bubbling at a pond, stream or other body of water, follow the same precautions and leave the area. Notify 911 immediately.
- Natural gas leaks and explosions are responsible for a significant number of fires following disasters. It is vital that all household members know how to shut off natural gas.
- Because there are different gas shut-off procedures for different gas meter configurations, it is important to contact your local gas company for any guidance on preparations and response regarding gas appliances and gas service to your home. Once you learn the proper shut-off procedure for your meter, share the information with everyone in your household.

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- If you turn off the gas for any reason, a qualified professional must turn it back on. Never attempt to turn the gas back on yourself.
- Contact your local utilities provider to request an inspection.

POWER OUTAGE

Sudden power outages can be frustrating and troublesome, especially when they last a long time. If a power outage is 2 hours or less, you do not need to be concerned about losing your perishable foods. For prolonged power outages there are steps you can take to minimize food loss and to keep all members of your household as comfortable as possible.

Before a Power Outage:

- Build or restock your emergency kit.
- Make sure you have alternative charging methods for your phone or any device that requires power.
- Charge cell phones and any battery powered devices.
- Know where the manual release lever of your electric garage door opener is located and how to operate it.
- Purchase ice or freeze water-filled plastic containers to help keep food cold during a temporary power outage.
- Keep your car's gas tank full. Gas stations rely on electricity to power their pumps. If you use your car to re-charge devices, do NOT keep the car running in a garage, partially enclosed space, or close to a home. This can lead to carbon monoxide poisoning.
- Visit Prince George's County Office of Emergency Management website to locate the closest cooling and warming centers.
- If you rely on anything that is battery-operated or power dependent like a medical device determine a back-up plan.

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During a Power Outage:

- If evacuation of the building is required, exit via stairways. Do not use elevators.
- Seek out people with disabilities and other access and functional needs and provide assistance if possible. Otherwise, notify emergency personnel of their location.
- Only use flashlights for emergency lighting. Candles can cause fires.
- Keep refrigerator and freezer doors closed. Most food requiring refrigeration can be kept safely in a closed refrigerator for several hours. An unopened refrigerator will keep food cold for about 4 hours. A full freezer will keep the temperature for about 48 hours.
- Take steps to remain cool if it is hot outside. If you remain at home, move to the lowest level of your home, since cool air falls. Wear lightweight, light-colored clothing, and drink plenty of water.
- Put on layers of warm clothing if it is cold outside. Never use your oven as a source of heat.
- Turn off or disconnect appliances and other equipment in case of a momentary power "surge" that can damage computers and other devices.

If utilizing portable electric generators:

- Always follow the manufacturer's guidelines regarding appliances and extension cords.
- Make sure extension cords used with generators are rated for the load, use three-pronged plugs and are damage-free.
- Do not overload the generator.
- Do not operate the generator in enclosed or partially enclosed spaces. Generators can produce high levels of deadly carbon monoxide very quickly.

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Avoid dangerous situations during outages:

- Treat every power line as if it were a “live” wire and dangerous.
- Stay away from downed wires or trees lying on wires.
- Notify 911 immediately should you observe a downed wire.
- Take precautions to keep others away until qualified personnel arrive on the scene.
- If a power line falls on a vehicle, stay away and report the incident to 911 immediately. If someone is inside the car, have the person stay there until professional help arrives.

After a Power Outage:

- Throw away any food that has been exposed to temperatures 40°F (4°C) for 2 hours or more or that has an unusual odor, color or texture.
- If food in the freezer is colder than 40°F and has ice crystals on it, you can refreeze it.
- Contact your doctor if you’re concerned about medications having spoiled.

BUILDING EVACUATION

Many situations may require a building evacuation. It is always helpful to be aware of the fastest available exit routes from any structure that you enter. Knowing where the secondary exits are located should be a priority activity for buildings that you enter regularly. In the event that a fire alarm sounds, a building evacuation notification is disseminated, or a building evacuation is otherwise needed, take the following steps:

- Safely stop your work.
- Remain calm and orderly.
- Gather your personal belongings quickly and move towards the exit immediately.
- Close doors and windows as you exit if time allows. Never prop stairwell doors open, as this can allow fire to spread or intruders to gain access to other parts of the building.
- If time permits, turn off the power to all electrical equipment.
- Walk quickly – but do not run – to the nearest safe exit.
- Never use an elevator. Use the stairways as directed by emergency personnel.
- If you have access and functional needs, make sure that your employer or the people around you are aware so your evacuation needs can be addressed.
- Follow instructions from County police or properly identified emergency personnel.
- Go to your predetermined meeting location to report your safety status to your coworkers or family.
- Account for all occupants and notify emergency personnel of missing persons.
- Do not re-enter the building unless directed by emergency personnel.

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FIRE

Before a Fire:

- Identify two escape routes in the event that one exit is blocked.
- Identify the location of and check the service dates on all fire extinguishers on your floor. Make sure you know how to properly use them.
- Install smoke alarms on every level of the building. Test them monthly and replace the batteries at least once a year (change when you change your clocks on Daylight Savings Time).
- If you have access and functional needs, make sure that your employer or the people around you are aware so your evacuation needs can be addressed before an emergency occurs.
- Have an evacuation plan for all occupants and know where to meet. Pick a location away from the building and away from the street or where emergency personnel might stage their equipment.

During a Fire:

- Immediately pull the nearest fire alarm, or upon hearing the fire alarm, immediately evacuate.
- Assist any person in immediate danger to safety, if it can be accomplished without risk to yourself.
- If you see smoke, try another escape route. If you have to escape through smoke, crawl. Keep your head one to two feet above the floor where the air is the cleanest.
- If properly trained and the fire is small enough, use a nearby extinguisher to control and extinguish the fire. Evacuate immediately if:
    - The fire is too large or out of control (larger than the size of a small trash can);
    - The atmosphere is smoky or it is difficult to breathe;
    - The first attempt to put out the fire does not succeed.
- Do not use elevators—use the stairwells.

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- Check the door with the back of your hand for excessive heat before opening. The presence of heat may indicate that a fire is present on the other side.
- If heavy smoke conditions exist, crawl on hands and feet. Smoke rises to the top of a room allowing better quality air and visibility towards the floor. Follow walls if visibility is limited.
- If you are unable to safely evacuate the building, try to position yourself in a room near the exterior of the building. Shut the door, and if possible open or break the window for improved ventilation. Attract the attention of people outside the building by placing an article of clothing or sign on the window. Call 911 to inform them of your location inside the building.
- Once successfully outside, call 911 from a safe location if emergency personnel are not on scene.
- Stay out of the building. Do not re-enter unless directed by emergency personnel.
- Account for all the people who were in the building by writing a list of everybody's name if an existing personnel list is not available. If anyone is missing, inform emergency personnel immediately.

PERSONS WITH ACCESS AND FUNCTIONAL NEEDS

To ensure personal safety in emergency situations, persons with disabilities, children under the age of 15, seniors over the age of 65, people who are under medical care or adult supervision, and people who speak English as a second language should observe the following guidelines in advance of an emergency:

- If you are having an emergency, call 911.
- Pre-planning and notifying your friends, neighbors, or co-workers of the type of assistance you may need during an emergency will increase the likelihood of a positive outcome. Although you may best know your abilities during an emergency, others trying to help may not. It is up to you to let them know if you need assistance.
- For people with access and functional needs, it is extremely important to have an emergency kit that meets your specific needs, including medical supplies and support items. Emergency evacuation and even shelter-in-place responses could mean being isolated for several hours and even days. Access to critical supplies may not be possible, so make sure you have them in your emergency kit. And have three emergency kits: at home, at work or school, and one in your usual transport vehicle, if possible.
- During fire emergencies, immediate and complete evacuations of the building are preferred if they can be accomplished in a safe manner. If immediate and complete evacuation is not possible, try to get to a safe area, such as an enclosed stairwell, until emergency personnel arrive and can assist in completing the evacuation. Before emergencies strike, work with emergency personnel to pre-identify "safe evacuation areas" in your building or home. Should an emergency occur, notify emergency personnel of your location and the type of assistance you require.
- If you are with others, ask for evacuation assistance or help in getting to a safe location.
- In the event of a tornado warning, shelter-in-place by immediately moving to the lowest possible floor of the building, preferably to a room or hallway with no windows. Be sure to request assistance from your friends, neighbors, roommates, or significant other, if needed.

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- In the event of a chemical, biological or radiological event, be sure to follow instructions from first responders and/or the county emergency alert system, Alert Prince George's. Sign up for emergency alerts at http://alertmypgc.us. If we can't reach you, we can't alert you!
- Got a service animal? Make sure your emergency kits include necessary items for your service animal, including food, water, medicines, and waste disposal items.
- Need help in drafting your emergency plan? Go to www.ready.gov and use the "Family Emergency Plan" template. The template will provide a step by step guide in developing your written emergency plan. The website does not save your personal information, so be sure to save the file to your laptop, computer, or personal device.

Pre-planning is essential to being safe before, during and after emergencies. If you have an access or functional need, you best know your skills and abilities during an emergency. Additionally, timely and accurate emergency information is critical to responding to the event in the best way possible. If you need to be evacuated, help yourself and rescuers by providing them with information about your needs and the best ways to assist you. Build a kit, make a plan, and stay informed!

SEVERE WEATHER

There are multiple types of severe weather that can impact Prince George's County on a seasonal basis.

The County is most susceptible to winter storms and strong to severe rain and thunderstorms. Winter storms can include severe cold temperatures, sleet, freezing rain, and snowfall amounts that make travel difficult and hazardous. Severe thunderstorms can include damaging hail, high winds that cause tree damage and power outages, and heavy rain that could cause flash or localized flooding.

Severe weather alerts are issued using three categories:

> Weather **ADVISORY** is a special weather alert to the public that conditions are possible for a storm to develop in the area.
>
> Severe weather **WATCH** means the conditions are favorable for the development of severe storms in and close to the watch area.
>
> Severe weather **WARNING** means a severe storm is confirmed to be producing damage and is moving into and through the warned area.

The best response to severe weather in most cases is to shelter-in-place. Therefore, it is critically important to have an emergency kit at home that meets you and your family's needs, an emergency kit at work in case you have to stay until after the storm has passed and in your car in case you are stranded on the road during an unexpected storm.

Additionally, staying informed by receiving emergency weather alerts is very important as the information in the alerts will provide you with guidance as to how severe the storm is and how you can best respond to the event. Sign up for Alert Prince George's at http://alert.mypgc.us to receive up-to date emergency alert information.

Lastly, having a written emergency plan will provide you and your family with the communication tools to stay in-touch during severe weather events. Go to www.ready.gov/make-a-plan for tips and templates that will help you create a written emergency plan.

HURRICANES

A hurricane is a type of tropical cyclone that forms in the southern Atlantic Ocean, Caribbean Sea, Gulf of Mexico, and in the eastern Pacific Ocean, with a maximum sustained winds of 74 mph or more. The Atlantic Hurricane Season runs from June 1st- November 30th each year with peak season from mid-August to late October.

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Hurricanes are measured on the Saffir-Simpson Wind Scale, with a Category 1 being the weakest and a Category 5 being the strongest.

Hurricanes can cause catastrophic damage to coastlines and several hundred miles inland. They can produce winds exceeding 155 mph as well as tornadoes, microbursts, and rip currents. In addition, hurricanes can create storm surges along the coast and cause extensive damage from heavy rainfall.

Before a Hurricane:

- Learn the elevation level of your property and whether the land is flood-prone. This will help you know how your property will be affected when storm surge or tidal flooding are forecasted.
- Identify levees and dams in your area and determine whether they pose a hazard to you.
- Learn community hurricane evacuation routes and how to find higher ground. Determine where you would go and how you would get there if you needed to evacuate.
- Make plans to secure your property and cover all of your home's windows.
- Be sure trees and shrubs around your home are well trimmed so they are more wind resistant.
- Clear loose and clogged rain gutters and downspouts.
- Reinforce your garage doors; if wind enters a garage it can cause dangerous and expensive structural damage.
- Plan to bring in all outdoor furniture, decorations, garbage cans and anything else that is not tied down.
- Make a record of your personal property (pictures and videos) and store these documents in a safe place.

During a Hurricane:

- Turn off utilities if instructed to do so. Otherwise, turn the refrigerator thermostat to its coldest setting and keep its doors closed.
- Avoid using the phone, except for serious emergencies.
- Ensure a supply of water for sanitary purpose such as cleaning and flushing toilets. Fill the bathtub and other larger containers with water.
- Stay inside, away from windows, skylights, and glass doors.

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You should evacuate under the following conditions:

- If you are directed by local authorities to do so. Be sure to follow their instructions.
- If you live in a mobile home or temporary structure–such shelter are particularly hazardous during hurricane no matter how well fastened to the ground.
- If you live in a high-rise building–hurricane winds are stronger at higher elevations.

After a Hurricane:

- Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended.
- If you evacuated, return home only when officials say it is safe.
- Drive only if necessary and avoid flooded roads and washed out bridges. Stay off the streets. If you must go out watch for fallen objects; downed electrical wires; and weakened walls, bridges, roads, and sidewalks.
- Keep away from loose or dangling power lines and report them immediately to the power company.
- Walk carefully around the outside your home and check for loose power lines, gas leaks, and structural damage before entering.
- Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes. If you have any doubts about safety, have your residence inspected by a qualified building inspector or structural engineer before entering.
- Avoid drinking or preparing food with tap water until you are sure it's not contaminated.
- Check refrigerated food for spoilage. If in doubt, throw it out.
- Wear protective clothing and be cautious when cleaning up to avoid injury.
- Never use a generator inside homes, garages, crawlspaces, sheds, or similar areas, even when using fans or opening doors and windows for ventilation. Deadly levels of carbon monoxide can quickly build up in these areas and can linger for hours, even after the generator has shut off.

TORNADOES

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. It is spawned by a thunderstorm (or sometimes as a result of a hurricane) and produced when cool air overrides a layer of warm air, forcing the warm air to rise rapidly. Tornadoes may strike quickly, with little to no warning.

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Before a Tornado:

- Pre-identify a place to take shelter such as a basement, center hallway, bathroom, or closet on the lowest floor.

Look for the following danger signs:

- Dark, often greenish sky
- Large hail
- A large, dark, low-lying cloud (particularly if rotating)
- Loud roar, similar to a freight train.
- If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

During a Tornado:

If Indoors:

- Seek shelter in a windowless interior room, basement, or the lowest level of the building.
- Close hallway doors to shield the corridors from flying debris and stay away from windows.
- Get under and hold on to a piece of sturdy furniture, such as a workbench, heavy table, or desk.
- Use your arms to protect your head and neck.
- Get out and find shelter elsewhere if you're in a mobile home.

If Outdoors:

- Get inside a building or shelter, if possible.
- If shelter is not available or there is no time to get indoors, lie in a ditch or low-lying area and use your arms to protect your head and neck.

If in a Vehicle:

- Never try to outrun a tornado in urban or congested areas. Get out of the car immediately and take shelter in a nearby building.
- If there is no time to get indoors, get out of the car and lie in a ditch or low-lying area away from the vehicle. Be aware of the potential for flooding.

After a Tornado:

- Check for injuries and provide first aid and CPR, if you are trained to do so.

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- Call 911 to report injuries and emergencies caused by the storm. Report locations of trapped persons; make note of persons with injuries and/or people with access and functional needs in need of assistance.
- Watch out for broken glass and fallen power lines. Do not enter damaged areas until you are told it is safe to do so.
- Do not use candles or an open flame; combustibles may be present.
- Use caution when entering a damaged building.

THUNDERSTORMS

A thunderstorm is formed from a combination of moisture, rapidly rising warm air, and a force capable of lifting air, such as a warm or cold front. A thunderstorm is classified as severe if it produces hail at least ¾ of an inch in diameter, has winds of 58 mph or higher, or produces a tornado.

Before a Thunderstorm:

- Secure outdoor objects, such as lawn furniture, and take light objects inside to avoid loss or damage.
- Look around your home and remove dead or rotting trees and branches that could fall and cause injury or damage.
- Secure windows and doors and unplug electronic equipment before the storm arrives.

During a Thunderstorm:

If Indoors:

- Do not handle any electrical equipment or corded telephones because lightning could follow the wire. TV sets are particularly dangerous at this time.
- Avoid bathtubs, water faucets, and sinks because metal pipes can transmit electricity.
- Turn off the air conditioner.
- Stay away from windows and doors, and stay off porches.

If Outdoors:

- If you are boating or swimming, get to land and find shelter immediately. Try to get into a building or car. If no structure is available, get to an open space and squat low to the ground as quickly as possible.
- If you are in the woods, find an area protected by a low clump of trees—never stand underneath a single large tree in the open.

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- Avoid tall structures, such as towers, fences, telephone lines, or power lines.
- Avoid lightning rods, such as golf clubs, tractors, fishing rods, bicycles, etc.
- If you feel your hair stand on end (which may indicate that lightning is about to strike you), squat low to the ground on the balls of your feet. Place your hands over your ears and your head between your knees. Do not lie flat on the ground.

If in a Vehicle:

- Safely pull onto the shoulder of the road away from any trees that could possibly fall on your vehicle; turn on your emergency flashers and stay in your vehicle.

After a Thunderstorm:

- Call 911 to report life-threatening emergencies only, not damage or power outages.
- Drive only as necessary. Debris and washed-out roads may make driving dangerous.
- Never drive through a flooded roadway. Turn around, don't drown!
- Help people who may need special assistance, such as infants, children, the elderly, and people with access and functional needs.

FLOODING

Flooding is the nation's most common natural disaster. If you live in a low-lying area, near water, downstream from a dam or other areas known to flood, make sure you're prepared to evacuate. Even six inches of swiftly moving water can knock someone off their feet.

Before a Flood:

- Know your neighborhood flood history and low-lying areas. Determine if your home and workplace are in a flood plain.
- Talk to your insurance provider to determine if you need flood insurance.
- If you are in a high risk area, elevate the furnace, water heater, and electric panel in your home.
- Construct barriers to stop floodwaters from entering the building and seal walls in basements with waterproofing compounds.
- When conditions indicate the potential for flooding, get out of low-lying areas.

During a Flood:

- Move to higher ground immediately. Do not wait for instructions to leave but if told to evacuate, do so immediately. Always stay away from floodwaters.

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- If you must walk in water, walk where water is not moving; use a stick to check the depth.
- Be aware of streams, drainage channels and other areas known to flood suddenly. Flash floods can occur in these areas without warning.
- Stay inside away from downed power lines to avoid the risk of electric shock or electrocution.
- Turn off utilities, if you are instructed to do so.
- Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.

If in a Vehicle:

- Stop and take an alternate route. The depth, current and condition of the road are all unknowns and can be deadly.
- If your vehicle stalls on a flooded road and water is rising, get out of the car, call 911 and move to higher ground.
- Two feet of swift water can move or float most vehicles, including SUV's and pickup trucks.
- Be especially cautious during periods of low visibility when it is difficult to see and judge conditions–if windshield wipers are on, state law requires headlights.
- Keep your vehicle parked in your garage or on the driveway away from low-lying areas and large drains.

After a Flood:

- Follow the instructions of authorities and obey posted warnings. Stay away from damaged areas unless your assistance has been specifically requested by police, fire, or a relief organization.
- Wait for officials to determine if the water is safe to drink.
- Throw away water and food that has come into contact with floodwater.
- Check for utility outages. Utilities will have to be turned back on by a professional.
- Consider asking a professional to evaluate your home for mold.
- Use bleach to clean up–it is effective in killing germs, and can also be used to purify water to drink (10-20 drops of plain bleach per gallon of water).

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EARTHQUAKES

An earthquake is a sudden, rapid shaking of the earth caused by the breaking and shifting of rock beneath the earth's surface. Earthquakes strike suddenly, with little or no warning, and can occur at any time of the year, day, or night. Earthquakes are rare events in Maryland, but not unprecedented.

Before an Earthquake:

- Identify safe places such as under a sturdy piece of furniture or against an interior wall. Practice how to "Drop, Cover, and Hold On!"
- Secure items that could fall and cause injuries (e.g., bookshelves, mirrors, light fixtures).

During an Earthquake:

- Implement the "Drop, Cover, and Hold on" method
- Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.
- Drop down onto your hands and knees and cover your head and neck with your arms to protect yourself from falling debris.
- Hold on to any sturdy covering so you can move with it until the shaking stops.
- People who use wheelchairs or other mobility devices should lock their wheels and remain seated until the shaking stops. Protect your head and neck with your arms, a pillow, a book, or whatever is available.
- If you are outdoors when the shaking starts, move away from buildings, streetlights, and utility wires.
- If you are in a moving vehicle, stop as quickly and safely as possible and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.

After an Earthquake:

- When the shaking stops, look around. If there is a clear path to safety, leave the building and go to an open space away from damaged areas.
- If you are trapped, do not move around or kick up dust. Tap on a pipe or wall so rescuers can locate you.
- If you have a cell phone with you, call or text for help.
- Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.

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WINTER STORMS

Winter storms can include high winds, freezing rain, sleet, heavy snowfall, and extreme cold. Severe winter storms can cause blocked roads, downed power lines and trees, power outages, and transportation accidents. In most cases, approaching winter storms are forecasted a day or two (or more) in advance. If there is a possibility that you may be staying in your home for several days, you need to make sure you have plenty of supplies and medicines.

Before a Winter Storm:

- Ensure you have rock salt on hand to melt ice on walkways and sand to generate temporary traction. Have a snow shovel or other snow removal equipment on hand.
- Make sure your emergency kit is stocked. Ensure you have an emergency kit in your car.
- Make sure your car's fuel tank is full.
- Insulate walls and attic.
- Keep pipes from freezing by wrapping them in insulation or layers of newspaper, then cover with plastic to keep out moisture.
- Caulk and weather-strip doors and windows.
- Bring pets/companion animals inside during winter weather. Move other animals or livestock to sheltered areas with non-frozen drinking water.

During a Winter Storm:

- Stay inside and only travel if absolutely necessary.
- If you must go outside, dress in layers and walk carefully on snowy or icy walkways.
- If you are using alternative heat, follow fire safety guideline and ensure proper ventilation.
- Close off any unused rooms. Put towels at the base of doors.
- If the pipes freeze, remove any insulation or layers of newspapers and wrap pipes in rags. Completely open all faucets and pour hot water over the pipes, starting where they were most exposed to the cold (or where the cold was most likely to penetrate).
- Eat nutritious foods and drink plenty of fluids to provide energy and stay hydrated.

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After a Winter Storm:

- Assist neighbors who may need assistance, such as the elderly, people with infants, or those with access and functional needs.
- Remove ice and snow from tree limbs, roof, and other structures.
- When shoveling snow, avoid overexertion. Colder temperatures add strain to the heart, and can make strenuous activity feel less tiring. Be attentive to signs of dehydration.
- When outdoors, wear layers of warm, loose-fitting, lightweight clothing. Layers can be removed to prevent chill.
- Watch for signs of frostbite, such as loss of feeling and a pale appearance in fingers, toes, nose and earlobes. If these signs are present, seek immediate medical attention.
- Watch for signs of hypothermia, including uncontrollable shivering, slow or slurred speech, exhaustion, and stumbling. If these are detected, get to a warm location, remove wet clothing and drink warm, non-alcoholic beverages. Seek medical attentional immediately.

ACTIVE SHOOTER

An active shooter event is occurring with increasing frequency, and ultimately, each person is responsible for their own safety and decisions. Active shooters generally begin shooting at a number of people without warning and in most cases there is no pattern or method to their selection of victims. Essentially, adults and children have three options when confronted with this crisis: **Run**, **Hide**, or **Fight**. When a hostile person(s) is causing deadly harm or the imminent threat of deadly harm, the County recommends the following precautions.

- Dial 911. Report your location and situation.
- Silence your cell phone (vibrate mode).
- Evacuate (**Run**) if you can do so safely, and only if you know where the intruder is located. If you decide to run, do not run in a straight line and leave your belongings behind. Use trees, vehicles, or any other object to block yourself from view as you run.
- If you are unable to escape the building, you must decide what action to take; **hide** or **fight**. You can try to hide, but make sure it is a well-hidden place so you will not be found as the intruder searches for more victims.
- Barricade yourself in the room using furniture or anything you can push against the door and remain calm.
- Lock windows and doors. Close blinds or curtains. Turn off lights. Stay quiet (cellphone in vibrate/silent mode only).
- Stay away from windows and doors. If possible, proceed with "Lockdown" procedures for your building.
- Do not stay in an open hallway or common area; there are no protections from an armed intruder in open areas.
- If an active intruder has been spotted, do not sound the fire alarm, nor respond to the fire alarm if it has been activated. A fire alarm requires everyone to evacuate the building, which could move people out into the open and placing them in more danger.
- If the intruder is causing death or serious physical injury and you are unable to run or hide, you may choose to play dead if other victims are around you.
- The last option you have if caught in an open area may be to **fight**. If you choose to fight, find an object that can cause harm (fire extinguisher or sharp object) and hide until the last moment, then use the element of surprise to fight the intruder.

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- If you are caught by the intruder and choose not to fight back, do not look the intruder in the eye and follow their directions.
- Once the police arrive, obey all instructions. This may involve being handcuffed or putting your hands in the air.

The FBI and other investigative bodies have repeatedly found that there is no accurate profile of shooters. However, several clear behavior warning signs have been identified:

- Threatens harm or talks about killing staff.
- Actively involved with a family dispute (divorce or separation).
- Constantly starts or participates in fights.
- Loses temper or self-control easily.
- Assaults others repeatedly.
- Possesses weapons or has a preoccupation with them.
- Becomes frustrated easily and converts frustration into an uncontrollable physical violence.

If anyone believes that someone is an imminent risk for violent or suicidal behavior, they are directed to call 911 immediately.

TERMS AND PROCEDURES

Lockdown–Enhanced security measures taken to protect against potentially violent intruders inside the building.

- Call 911, stay in place within the building.
- Remain in locked offices, away from windows, and unobservable (lights off, blinds drawn, door windows obscured with paper).
- Disregard fire alarm. This is a common trick by intruders to bring people out into the open.

Secure the Building–Enhanced security measures taken to protect against potentially violent intruders outside of the building.

- Prevent all entry by unauthorized individuals.
- Employees are free to move about inside the building.
- Lock all exterior doors and windows.
- Post someone to monitor the main building entrance to control access.

BOMB, ARSON AND OTHER THREATS

TELEPHONE BOMB THREAT

If you receive a threat over the telephone or through verbal communication, take the following actions:

- Stay calm. Pay close attention to the details. Have a co-worker or another person call 911.
- Try to keep the caller on the line for as long as possible and write down every word.
- Get as much information about the caller as possible, including: gender, age, vocal characteristics, accent, etc.
- Listen for any background noises such as voices, music, factory or office machinery, animal noises, PA system, traffic, or anything else that would help determine the origin of the call.

Ask the following questions about the caller:

- Who are you?
- Why are you doing this?
- When will this happen?
- Who else have you told?
- What is your organization?
- Where are you calling from?

Ask the following questions about the bomb:

- When is the bomb going to explode?
- Where is it or where is it going to be placed?
- What type of bomb is it?
- What does the bomb look like?
- What will cause the bomb to explode?
- Did you place the bomb?

TELEPHONE ARSON THREAT

- Where are you going to do this?
- How are you going to do this?
- What are you going to use to light the fire?

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CHEMICAL, BIOLOGICAL, OR OTHER HAZARDOUS MATERIALS RELEASE

- What kind of material is it?
- Is it flammable?
- Is it toxic or poisonous?
- Is it a gas, liquid, powder or solid?
- How are you going to distribute it?
- What does it look like?
- What are you going to deliver it in?

Evacuate the building upon instructions from properly identified emergency personnel.

SUSPICIOUS PACKAGE

Indicators:

- Strange Odor.
- Oily stains, discolorations, crystallization on wrapper.
- Protruding wires.
- No return address.
- Misspelled words, incorrect title or addressed to title only.
- Excessive postage.
- Excessive tape.

If You Receive A Suspicious Letter or Package:

- Do not handle the package.
- Isolate it immediately.
- Do not open, smell or taste.
- Move away and dial 911.

If You Have Opened A Suspicious Package or Letter:

- Leave the package or envelope in place and move away slowly.
- Leave the room slowly, notifying others to leave the room also.
- Wash your hands and face. Separate those who have been exposed or contaminated.
- Close all doors behind you as you exit the building or area.
- Notify others in the building to evacuate.
- Do not operate any power switches. Do not activate the fire alarm.
- Do not allow re-entry into the area where the package or letter is located.
- Follow instructions you receive from emergency responders or other recognized authorities.

EMERGENCY KITS

An emergency kit is simply a collection of basic items you may need in the event of an emergency. Try to assemble your kit well in advance of an emergency. You may have to evacuate at a moment's notice and take essentials with you. Three separate emergency kits are essential to be prepared at home, at work, and in the car. Customize your emergency kits to fit your needs. Think about your responsibilities and remember to include items for kids, pets, and whatever else may need special attention during an emergency. Your emergency kit should be ready for evacuation, shelter-in-place, and first aid. For convenience, these items can be put in easy to carry containers such as unused covered trash cans, covered storage bins, and camping backpacks. You should keep your emergency kit in a convenient, designated place and have it ready in case you have to leave quickly. Make sure all family members know where the kit is kept. Additionally, check expiration dates every six months to maintain your emergency kit.

- Water–one gallon of water per person per day.
- Food–three-day supply on non-perishable and high-energy food like peanut butter, granola bars, trail mix, etc.
- Clothing–complete change of clothing, hat and gloves, thermal underwear, rain gear, sunglasses, tennis shoes.
- Blankets or sleeping bag.
- First Aid Supplies–sterile adhesive bandages, sterile gauze pads, medical tape, disposable gloves, bandage rolls, sunscreen, thermometer, wipes, soap, aspirin and medications.

TOOLS AND SUPPLIES

- Flashlight and batteries
- National Oceanic and Atmospheric Administration (NOAA) weather radio
- Utility knife
- Can opener
- Fire extinguisher
- Duct tape and plastic sheeting
- Toilet paper
- Compass
- Local maps
- Whistle
- Paper and pencil
- Matches/lighter
- Personal hygiene items

SPECIAL NEEDS

- Cash
- List of contacts
- Copies of important documents–birth certificates, will, insurance policies, passport, Social Security cards, family records and bank numbers
- Batteries
- Dentures
- Eye glasses
- Medications
- Hearing aids
- Diapers
- Formula, bottles and powdered milk
- Books and toys
- Food, water, supplies, veterinary paperwork and medications for pets

PRINCE GEORGE'S COUNTY RESOURCES

Agency	Phone Number	Website
Emergency	911	
Non-Emergency Public Safety	301-352-1200	
Office of Emergency Management	301-324-4400	www.princegeorgescountymd.gov/sites/emergencymanagement
Prince George's County, MD		www.princegeorgescountymd.gov
General County Services	311	http://countyclick.princegeorgescountymd.gov
Alert Prince George's		http://alert.mypgc.us

UTILITY RESOURCES

Resource	Phone Number	Website
PEPCO	1-877-737-2662	www.pepco.com
BGE	1-877-778-2222 1-800-685-0123	www.bge.com
SMECO	1-877-747-6326 1-888-440-3311	www.smeco.com
Washington Gas	1-800-752-7520	www.washgas.com
WSSC	1-800-828-4002	www.wsscwater.com
Comcast	1-800-934-6489	www.comcast.com
Verizon	1-800-837-4966	www.verizon.com

REGIONAL STATE RESOURCES

Resource	Phone Number	Website
Capital Alerts		www.capitalert.gov
MDDOT-MDSHA	511	www.md511.org
MD 211	211	www.211md.org
MD Relay	711	www.doit.maryland.gov/mdrelay
WMATA	202-637-7000	www.wmata.com
MEMA	410-517-3700	http://mema.maryland.gov

NATIONAL RESOURCES

Resource	Website
American Red Cross	www.RedCross.org
FEMA	www.FEMA.gov
Ready	www.Ready.gov
Citizen Corps	www.CitizenCorps.gov