

**F**

## D. Creating a Personal Support Network

**Estimated time:** 45 minutes

### **Objectives:**

- Understand what a personal support network is and why it is critical for many people with disabilities.
- Learn how to establish a personal support network.
- Identify possible members of personal support network.

### **Materials:**

- thick point, non-toxic markers
- 1 easel and paper tablet
- 1 roll of masking tape

### **Handouts:**

"Earthquake Tips for People with Disabilities"; focus on Creating a Personal Support Network (Section 3)

### **Facilitator:**

Define personal support network.

A "personal support network" relies on an agreed upon one-to-one relationship in which individuals check with you in an emergency to ensure that you are okay and to give assistance if needed.

Ask participants to brainstorm and call out why a personal support network may be important and record answers on a flip chart. (10 minutes)

Record answers on easel paper and integrate these items into the discussion:

- People who rely on personal assistance services are used to having people assist. They believe that this type of assistance will be available and continue after a major quake. This belief constitutes a false sense of security. Those who regularly rely on others may find themselves without these human resources after a disaster, either because of transportation problems or the fact that emergencies increase the degree of functional challenge for everyone. Therefore, it is vital that your personal support network consist of different people than those who are your personal attendants. Even if you do not use a personal attendant it is important to consider having a personal support network to assist you in coping with an emergency.

- If you employ a personal attendant or use the services of a home health agency or other type of in-home service, discuss with these people a plan for what you will do in case of an emergency. How will you get along without their help for up to seven days? A critical element to consider in your emergency planning is the establishment of a personal support network.

Ask participants to brainstorm and call out who might make up a personal support network and record answers on an easel. (5 minutes)

- List should include friends, family members, relatives, personal attendants, co-workers, and neighbors.

Facilitator emphasizes:

- Do not have your plan depend on any one key person. It is important to work out support relationships with several individuals. Identify a minimum of three people you can trust where you regularly spend a significant part of your week (job, home, school, volunteer site, etc.).

Ask participants to begin to identify their own personal support network by using the "Personal Support Network Work Sheet". (15 minutes)

Stress importance of finishing this identification process by contacting each potential personal support network member on the list to confirm their willingness to participate. If they agree, arrange to meet with them to review important information.

Ask participants what they need to review with their personal support network once the network has been identified? Record answers on easel, hand out Earthquake Tips for People with Disabilities, and point out the section on Creating a Personal Support Network incorporating items below into the discussion. (10 minutes)

- Make arrangements, prior to an emergency, for your support network to immediately check on you after a quake and, if needed, offer assistance.
- Exchange important keys.
- Show where you keep emergency supplies.
- Share copies of your relevant emergency documents, evacuation plans, and emergency health information card.
- Agree and practice a communication system regarding how to contact each other in an emergency. Do not count on the telephones working.
- You and your personal support network should always notify each other when you are going out of town and when you will return.

Make a list of specific things you will need help with (see Earthquake Tips for People with Disabilities, section on Conduct an "Ability Self-Assessment"). Keep it with your emergency supplies and share it with your personal support network.

1. Will you be able to independently shut off the necessary utilities (gas, water, electricity)?
  - Do you know where shut-off valves are? Can you get to them?
  - Can you find and use the right wrench to turn those handles?
2. Can you operate a fire extinguisher?
  - Have you practiced?
  - Will extended handles make these items usable for you?
3. Will you be able to carry your evacuation kit?
  - What do you need to do in order to carry it; how much can you carry regularly; do you have duplicates at other locations?
4. Have you moved or secured large objects that might block your escape path?
5. Write instructions for the following (keep a copy with you and share a copy with your personal support network):
  - a. How to turn off utilities; color-code or label these for quick identification.
    - Main gas valve, located next to the meter - blue; electrical power circuit breaker box - red; and main water valve - green.
    - If you have a reduced or limited sense of smell, alert your personal support network to check gas leaks.
  - b. How to operate and safely move your essential equipment. Consider attaching simple to read and understand instructions to your equipment.
  - c. How to safely transport you if you need to be carried; include any areas of vulnerability.

- d. How to provide personal assistance services.
- Remind anyone who assists you to practice strict cleanliness and to keep fingers out of their mouth. With limited water and increased health hazards, the possibility of infection increases. Keep a supply of latex gloves in your emergency supply kit and ask people assisting you with personal hygiene to use them.
  - List all personal care assistance needs (dressing, bathing, etc.) with instructions on how best to assist you.
  - Make a map of where to find medications, aids, and supplies. Share with your personal support network.
- e. How will you evacuate? Be aware of barriers and possible hazards to a clear path of exit. Change what you are able to change (clear obstacles from aisles; secure large, heavy items such as bookcases that may fall to block your path). Plan alternate exit paths.

**Facilitator:**

Again, stress the importance of participants contacting people on their work sheet and if they agree, meet with them to review items in "Earthquake Tips for People with Disabilities (Creating a Personal Support Network)."

## **E. Creating an Emergency Health Information Card**

**Estimated Time:** 30 - 60 minutes

### **Objectives:**

- Understand importance of an emergency health information card.
- Customize and complete an emergency health information card.

### **Handouts:**

Tips for Creating an Emergency Health Information Card including:

Emergency Health Information Card instructions  
Emergency Health Information Card

### **Facilitator:**

Distribute "Tips for Creating an Emergency Health Information Card."

Review why an emergency health information card is important. (5 minutes)

- What would a rescuer need to know about you if they found you unconscious or incoherent or needed to quickly help you to evacuate? Imagine situations in which rescuers would have to rely on information only found on this card. What would be important?

Discuss Emergency Health Information Card instructions and ask each participant to begin to customize their own card. Suggest that participants put a check mark by information they will need to get in order to finish their card.

Review what is needed for participants to complete the card:

- Collect all needed information.
- Enter information on card.
- Make several copies and put in emergency supply kits (car, work, wallet, etc.).

## **F. Hazard Identification**

**Estimated time:** 45 minutes

### **Objectives:**

- Motivate individuals to start eliminating hazards.
- Understand that two thirds of all losses and injuries from a major quake result from interior damage and not from buildings collapsing.
- Know how to identify safety hazards and how to reduce or eliminate them.

### **Materials:**

- thick point, non-toxic markers
- 1 easel and paper tablet
- 1 roll of masking tape

### **Handouts:**

Identifying and Reducing Hazards

Hazard Reduction Checklist

### **Tools to use:**

Manual Section 7: Hazards

**Facilitator:** (10 - 20 minutes)

Asks participants to form small groups (3 - 6 people) and do the following:

1. Visually shake the room you are in or imagine the room is like a cabin on a ship on stormy seas, or a room on an airplane which suddenly encounters stormy turbulence (rough air).
2. Choose a recorder and a reporter (the same person or two different people).
3. List what would fall, topple over or disconnect. (5-10 minutes)
4. Share lists making sure that reporters do not repeat an item already mentioned by another group.

**Facilitator:** (15 minutes)

1. Distribute handouts and review content.
2. Recommend that participants conduct their own hazard tests at their job, home, school, volunteer sites, or wherever they spend a significant amount of time.



## G. What To Do During An Earthquake

### Objectives:

- Think about, prepare, and review correct behaviors and responses during the earthquake.
- Prepare individuals with disabilities to survive the quake itself.

**Estimated time:** 35 - 45 minutes

### Materials:

Pencils and test

### Handouts:

What to do During an Earthquake Test

### Tools to use:

Manual Section 11: During an Earthquake

**Facilitator:** (20 minutes)

1. Hand out test.
2. Ask participants to complete individually.

**Facilitator:** (15 - 25 minutes)

1. Ask participants to correct their own test.
2. Review and answer each question. Give the correct answer to False answers.

## WORKSHOP EVALUATION

1. Describe your basic understanding of these topics BEFORE and AFTER this teleconference by circling the appropriate numbers below (a 7 being "high, detailed knowledge" and a 1 being "none"):

	<b>BEFORE</b>		<b>AFTER</b>				
	none	high	none	high			
	1	2	3	4	5	6	7
	1	2	3	4	5	6	7
	1	2	3	4	5	6	7
	1	2	3	4	5	6	7

2. What parts of the workshop did you find MOST HELPFUL? Why?
3. What parts of the workshop did you find LEAST HELPFUL? Why?
4. Did this workshop meet your expectations? If not, what were your expectations? How could the trainer better meet them?
5. This workshop was: \_\_\_ too long \_\_\_ too short \_\_\_ about right in length
6. If there was another related training, what topics would you want covered?

7. Rate the OVERALL QUALITY of this workshop (circle)?

Good            Fair            Poor

8. Are there additional earthquake tips and suggestions which you would like to see included in future trainings and future editions of this guide? Your comments will help us as we prepare updated editions.

## **XIII. REFERENCES AND RESOURCES**

### **About the Independent Living Resource Center**

**Independent Living Resource Center San Francisco**  
70 Tenth Street, San Francisco, CA 94103  
415-863-0581 (V), 415-863-1367 (TTY), 415-863-1290 (FAX)

#### **Mission Statement**

To empower persons with disabilities to achieve full economic and social participation in our society and promote options for independence, self-determination, and freedom of choice.

#### **Who We Are and What We Do**

The Independent Living Resource Center San Francisco (ILRC) is a community-based, consumer-driven, private, non-profit organization founded in 1977 by people with disabilities for people with disabilities. A majority of the ILRC Board of Directors and the ILRC staff have disabilities.

ILRC is the only San Francisco agency that provides services on a cross-disability basis to people with physical, sensory, cognitive, and psychiatric disabilities.

As the independent living center serving San Francisco, we have a dual responsibility to provide services to individuals with disabilities in order to enhance their independence and to provide community education and system changes to assist San Francisco government and business programs, services, and jobs to be more accessible to all people with disabilities.

ILRC programs benefit individuals with disabilities and their families by providing information and referral services, financial benefits counseling, peer counseling and peer counselor training, independent living skills training, employment related services, housing counseling, attendant referral, accessibility consultations, deaf services, and advocacy for individual consumers as well as for system changes. Services are also provided in Spanish, Chinese, and American Sign Language.

ILRC's staff serve as community leaders on a wide range of advisory councils, consumer boards and task forces. These include the San Francisco Mayor's Council on Disability, the State Independent Living Council, the National Council on Independent Living, the San Francisco IHSS Public Authority Task Force, San Francisco Assistive Technology Consortium, the Fair Housing Advisory Committee, Access Code Advisory Board, Bay Area Media Access, Deaf AIDS Advisory Committee, and the Consumer Mental Health Client Advisory Committee.

## **LRC's EARTHQUAKE EXPERIENCE**

Since the Loma Prieta earthquake in 1989, ILRC has assumed a strong leadership role in advocating for and meeting the disaster preparedness needs of people with disabilities throughout San Francisco.

ILRC served as the catalyst for the creation of a disability specific disaster preparedness group following the Loma Prieta earthquake. This group has become a subcommittee of the San Francisco Disaster Council. ILRC coordinated the information sharing meetings and telephone conferences which resulted in the Disaster Council's report on the preparedness needs of people with disabilities in San Francisco.

ILRC facilitated cross-disability focus groups which gave the Red Cross community input about disability-specific preparedness needs.

ILRC has also worked with the San Francisco Office of Emergency Services to assure that all disaster shelters in San Francisco are accessible to people with disabilities.

ILRC's Deaf Services Counselor successfully spearheaded efforts to ensure the captioning of emergency news broadcasts so that they are now accessible to people who are deaf and hard of hearing.

ILRC has worked closely with San Francisco's Office of Emergency Services to ensure that educational materials about disaster preparedness are available in alternative formats, accessible to people with all types of disabilities.

In addition, ILRC staff regularly attend those disaster preparedness meetings held throughout San Francisco which are sponsored by the American Red Cross and other agencies. ILRC staff have also been trained in first aid and CPR techniques and participate regularly in earthquake safety drills.

This manual and the accompanying tip sheets are a result of the above activities and the independent living philosophy, which provides independent living skills training and encourages people with disabilities to learn to be independent, even in a disaster.

## References

- "Disabled Persons and Earthquake Hazards," Tierney, Kathleen J., Petak, William J., Hahn, Harlan (USC), Institute of Behavioral Science, University of Colorado, 1988.
- "Disaster," Mainstream, November 1994, pages 39-45, Douglas Lathrop.
- "Earthquake Preparedness for Office, Home, Family & Community," Libbey Lafferty of Lafferty & Associates, Inc. La Canada, California, 1994, 32 pages.
- "Earthquake Safety," The Regents of the University of California, 1982.
- "Earthquakes: A Survival Guide for Seniors," by the Santa Clara Department of Health, Bay Area Regional Earthquake Preparedness Project, 101 8th St., Suite 152, Oakland, CA 94607, March 1991, 41 pages.
- "In Case of Emergency," Portable Office, July 1991, pages 38-41, Rick Cook.
- "Physical Disability and Earthquake Hazard Mitigation," Tierney, Kathleen J., Petak, William J., Hahn, Harlan (USC), May 1987.
- "Musings: The Questions Earthquakes Ask," I.V.U.N. News (International Ventilators Users Network), Vol. 5, No. 2, 1991, pages 6 & 11, Karen McKibben.
- "Safety and Survival in an Earthquake," by the American Red Cross Earthquake Task Force, American Red Cross, Los Angeles Chapter, 2700 Wilshire Blvd., Los Angeles, CA 90057, 2nd edition May 1984, 48 pages.
- "Special Report: Special Populations and Earthquakes," Networks: Earthquake Preparedness News, Bay Area Regional Earthquake Preparedness Project, Vol. 6, No. 2, Fall 1991, pages 7-16, various articles and authors.
- "Sunset's guide to help you prepare for the next Quake," Sunset Magazine, Part I, October 1990: How to secure your house and possessions; Part II, November 1990: How to secure your family and neighborhood and what to do during and after a big quake; both articles combined and available as a reprint, 15 pages.

## Booklets

- "A Food Plan for Emergencies," - #21247, Send \$1.75 to ANR Publications, University of California, 6701 San Pablo, Oakland, CA 94608-1239. Make checks payable to: University of California Regents.

"Be Ready, Be Safe: A Child's Guide to Preparedness (1994), Coloring Book, Lafferty & Associates, Inc., P.O. Box 1026, La Canada, CA 91012.

"Earthquake Preparedness for Office, Home, Family & Community (1994), 31 pp., Lafferty & Associates, Inc., P.O. Box 1026, La Canada, CA 91012.

## Videos and Slide/Tape Programs

### Videos

"Karen After the Earthquake" Produced by Offices of Student Disabled Services. Copies of the tape may be purchased from Cal State University Hayward, Instructional Media Center, 25800 Carlos Bee Blvd., Hayward, CA 94542. Contact: Brenda 510-885-3692. Cost for individual: \$15; groups and organizations: \$45, includes unlimited duplication. Price includes tax and shipping. Tape can be borrowed for two week period from the Governor's Office of Emergency Services Earthquake Program - Coastal Region, Regional Resource Center, 1300 Clay Street, Suite 400, Oakland, CA 94612. 510-286-0895, TDD 510-286-0877, fax 510-286-0853.

"Make Yourself a Promise," 27 minutes., Produced by Tenants and Owners Development Corporation, 1991. Film on individual preparedness, neighborhood planning and organizing, and particular provisions for special populations. Covers preparedness for the home, workplace and community center. Comes with a program guide with background information for special populations. Winner of the 1991 CINE Golden Eagle award. Available in Cambodian, Cantonese, English, English open-captioned, Korean, Mandarin, Russian, Spanish. \$15 plus \$3 shipping and handling. TODCO, 230 Fourth Street, San Francisco, CA 94103, 415-896-1981. Also available on loan from the Governor's Office of Emergency Services Earthquake Program - Coastal Region, Regional Resource Center, 1300 Clay Street, Suite 400, Oakland, CA 94612. 510-286-0895, TDD 510-286-0877, fax 510-286-0853.

"The Silent Quake: Preparedness for the Hearing-Impaired." Produced by American Red Cross, 1987, 40 minutes. Discusses actions to take before, during, and after a quake. Presents a family that develops an earthquake plan with a neighbor. Uses American Sign Language, captioning and voice overs. \$12 plus \$2.50 shipping and handling. Send to: American Red Cross, Audiovisual Department, 2700 Wilshire Blvd, Los Angeles, CA 90057. 213-739-529. Also available on loan from the Governor's Office of Emergency Services Earthquake Program - Coastal Region, Regional Resource Center, 1300 Clay Street, Suite 400, Oakland, CA 94612. 510-286-0895, TDD 510-286-0877, fax 510-286-0853.

"Surviving the Big One: How to Prepare for a Major Earthquake," one hour video. Los Angeles PBS Station KCET, (800) 228-5238, \$20.00 plus postage. Gives tips for before, during, and after quake survival. Available for rent at many video stores. 800-228-5238.

## **Slide/Tape Programs**

The Earthquake Threat: Living in Apartments, produced by Southern California Earthquake Preparedness Project/Bay Area Regional Earthquake Preparedness Project, 12 minutes, 1986, English and Spanish, 510-540-2713. Available on loan from the the Governor's Office of Emergency Services Earthquake Program - Coastal Region, Regional Resource Center, 1300 Clay Street, Suite 400, Oakland, CA 94612. 510-286-0895, TDD 510-286-0877, fax 510-286-0853.

## **Supply Catalogues**

Catalog: Q Safety Earthquake Safety Fastening Products

Content: Products for securing home and office items in order to reduce damage/loss during earthquakes.

Products include straps and braces for anchoring office equipment, home appliances, and furniture.

Info: 818-449-1590, 818-449-6866 fax

Send: Q Safety, 2335 East Foothill Blvd., Pasadena, CA 91107

Catalog: S.O.S. Survival Products

Content: Over 1,000 items, including earthquake survival kits, disaster supplies, and first aid products.

Info: 800-479-7998, 818-909-0360

Send: S.O.S. Survival Products, 15705 Strathern St. Unit 11, Van Nuys, CA 91406

## **American Red Cross Disaster Service Publications**

Contact your local Red Cross Chapter (Disaster Services Department) for copies of American Red Cross Community Disaster Education materials. Most materials are available at no charge. Local chapters are charged for shipping of materials. Assistance to help offset shipping charges is appreciated.

Provide the title, stock number, and quantity of each item you want. Please do not send orders to the Red Cross National Headquarters or its warehouse directly, as orders can only be placed and filled at the local level.



SUBJECT	TARGET AUDIENCE	STOCK NO.	MEDIUM
Chemical <b>Your Guide to Home Chemical Safety and Emergency Procedures</b> PK/25 22-page brochure with information about chemical safety in the home, including prevention of accidents, poisons, notification of community chemical emergencies, shelter-in-place procedures, and evacuation.	General public	ARC 5045	Brochure PK/25
Chemical <b>Your Guide to Home Chemical Safety and Emergency Procedures</b> 22 minutes Visual description of chemical emergency response procedures described in ARC 5045.	General public	ARC 5045V	Video
Earthquake <b>Big Bird Gets Ready for Earthquakes!</b> Kit consists of a game, songs on each cassette tape, and a booklet on earthquakes.	Children 3-8	ARC 2300	Cassette
Earthquake <b>Earthquake! Do Something! 13 minutes</b> Videotape reinforcing family earthquake emergency planning, safety during an earthquake, dealing with injuries, and damage after an earthquake. ARC 5003S Spanish.		ARC 5004	Video
Earthquake <b>Earthquake! Do Something! 13 minutes each</b> Five different voice overs for the same earthquake video, one each in Vietnamese, Korean, Mandarin, Cantonese, and Tagalog (Filipino). See ARC 5004 for content description.	Adult	ARC 5005	Video
Earthquake <b>Earthquake! Do Something!</b> Rural brochure. 8-page, 4-color pictorial earthquake brochure showing basic earthquake safety messages. There are no words in the brochure, so no specific literacy is required. Shows people in a country/farming community setting.	Adult	ARC 5006	Brochure PK/25
Earthquake <b>Earthquake! Do Something!</b> Urban brochure. 8-page, 4-color pictorial earthquake brochure showing basic earthquake safety messages. There are no words in the brochure, so no specific literacy is required. Shows people in a central city apartment environment.	Adult	ARC 5007	Brochure PK/25
Earthquake <b>Earthquake! Do Something!</b> Poster English/Spanish	Adult	Poster 4000	Poster PK/5

Earthquake	Adult	ARC 4455	Brochure PK/25
<b>Are You Ready for an Earthquake?</b>			
4-color, 2-page brochure providing essential earthquake safety information on one side and interactive earthquake questions on the other side, encouraging family disaster planning and preparedness. ARC 4455S Spanish			
Earthquake	Adult	Poster 942	Poster PK/5
<b>Are You Ready for an Earthquake?</b>			
Poster English/Spanish			
Earthquake	Children 3-8	ARC 2201	Coloring Book PK/25
<b>After the Earthquake Coloring Book</b>			
For children ages 3-10. Helps children discuss feelings about earthquakes and the recovery process. ARC 2201S Spanish			
Multipurpose	Adults	ARC 5049	Brochure PK/25
<b>Can You Afford to Loose Everything You Own?</b>			
Brochure describing live-in benefits of renter's insurance. Defrays common misconceptions. ARC 5049S Spanish.			
Multipurpose	Adults-seniors	ARC 5059	Flip Booklet PK/10
<b>Disaster Preparedness for Seniors by Seniors</b>			
20-page flip- booklet giving disaster preparedness information with special emphasis for senior citizens.			
Multipurpose	Adult	ARC 4466	Brochure PK/25
<b>Your Family Disaster Plan</b>			
4-page, 3-color brochure describing four before steps to disaster safety--finding out what can happen, planning, disaster preparation, and practicing. ARC 4466S Spanish.			
Multipurpose	Adult	ARC 4463	Brochure PK/25
<b>Disaster Supplies Kit</b>			
4-page, 3-color brochure that gives information on how to assemble a disaster supply kit and a checklist for items to place in it. ARC 4463S Spanish.			
Multipurpose	Adult	ARC 4498	Video
<b>Family Disaster Plan/Supplies Kit 13 minutes/8 minutes</b>			
2-segment video about how to create a family disaster plan and a disaster supply kit and why each is important; stresses individual and family preparedness measures.			
Multipurpose	Adult	ARC 4471	Brochure PK/25
<b>Emergency Preparedness Checklist</b>			
4-page, 3-color brochure helps families examine ways to prepare each household member and their home for disasters.			



**Governor's Office of Emergency Services:**

Coastal Region Earthquake Program  
1300 Clay Street, Suite 400  
Oakland, CA 94612  
(510) 286-0895 Voice; (510) 286-0877 TDD; (510) 286-0853 FAX

Southern Region  
11200 Lexington Drive, Bldg. 283  
Los Alamitos, CA 90720-5002  
(310) 795-2900 Voice

Public Affairs Office  
2800 Meadowview Road  
Sacramento, CA 95832  
(916) 262-1843 Voice; (916) 262-1841 TDD

**Salvation Army:**

Emergency/Disaster Department  
916 Francisco Street  
Los Angeles, CA 90015  
(213) 896-9185 Voice

Senior Meals and Activities Program  
850 Harrison Street  
San Francisco, CA 94107  
(415) 777-5350 Voice; (415) 777-2831 FAX

**San Francisco Mayor's Office of Community Development  
City and County of San Francisco**  
Paul Imperiale, ADA/504 Coordinator  
401 Van Ness Avenue  
San Francisco, CA 94102

**Southern California Earthquake Center**  
Jill Andrews, Director for Knowledge Transfer  
USC, University Park  
Los Angeles, CA 90089-0742  
(213) 740-3459 Voice; (213) 740-0011 FAX

**Structural Engineers Association of California**  
555 University Avenue, Suite 126  
Sacramento, CA 95825  
(916) 427-3647 Voice; (916) 568-0677 FAX