



# EMERGENCY PREPAREDNESS WORKBOOK & GUIDE

The information in this guide was compiled from various publications provided by the American College of Emergency Physicians, American Red Cross, Center for Disease Control (CDC), Florida Department of Health, Federal Emergency Management Agency (FEMA), Department of Homeland Security (DHS), Electrical Safety Foundation, Ready PA, Houston Office of Emergency Management, Wisconsin, Ready.gov, Waukesha County Emergency Management, Wisconsin Emergency Management, U. S. Department of Health and Human Services, U. S. Department of Agriculture, Waukesha County Communication Center, Wisconsin Department of Health Services, City of Milwaukee Health Department, WiWATCH Wisconsin Fusion Center, Habitat for Humanity, National Weather Service, National Fire Protection Association, Washington State Emergency Management, to assist you in preparing for various types of disasters.

At the time this guide was created, this was the current common best practices on the topics discussed. This information does not represent an exhaustive collection on these topics and the reader is encouraged to seek additional information and any improvements. Decisions about what to do in a community and/or family emergency is the readers alone. The City of New Berlin is not responsible for any damage or injury resulting from information included or omitted from this guide.

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# WHAT IS EMERGENCY MANAGEMENT?

*Emergency management is the managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters.*

## MISSION STATEMENT

*The City of New Berlin Emergency Management will provide leadership and support to reduce the loss of life and property through an all-hazards emergency management program by coordinating and integrating all activities necessary to build, sustain and improve the capability of the emergency management program to mitigate against, to prepare for, respond to and recover from all-hazards throughout the City of New Berlin.*

## VISION STATEMENT

*The City of New Berlin Emergency Management seeks to promote a safer future through effective partnerships, effective plans, necessary resources, and training for variable and effective response to successfully work together to mitigate against, prepare for, respond to, and recover from all-hazards related to emergencies and disasters.*

## VALUES

*Duty  
Character  
Relationships  
Commitment*

## MOTO

*“Building a Culture of Preparedness”*





## **FROM THE CITY OF NEW BERLIN EMERGENCY MANAGEMENT**

We believe that we need to develop an organizational emergency preparedness plan to engage our community in preparedness to help in the event of a major emergency. In the wake of increased natural and man-made disasters, emergency preparedness has become a significant issue nationwide, the City of New Berlin is not exempt from these situations.

Comprehensive preparedness is possible by utilizing a team approach between our local government and our community to work towards a common goal of enhancing communication, response, and recovery effort in the event of an emergency. By having a plan, we can minimize damage to our community and remain self-sufficient when others may not be able.

Emergency planning is an inherent part of our mission. Good emergency planning involves getting informed, being prepared, and helping at a local and community level to get others prepared. We would like to see our community take greater steps towards planning and preparing for emergencies and we have been equipped with the tools to do so. The citizens and local government as a whole should be prepared and ready to respond to such events when they impact our community.

This toolkit was produced by City of New Berlin Emergency Management with consultation from the City of New Berlin Fire Department and Police Department. The purpose of this guide is to assist the community with questions such as: What is an emergency plan? Is your home/family ready? Does your family have evacuation plans? What can you do to prepare to care for members and others in your community in response to an emergency?

Together, we can partner to successfully prepare and respond during an emergency.

*City of New Berlin Emergency Management*



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# INTRODUCTION

This guide was developed to help our community prepare for a disaster or emergency. It provides information regarding known hazards you may face in the City of New Berlin. While it may be difficult to think about disaster striking those you care about, by taking the time to review this information you will be better prepared to take quick action to protect yourself, your family and your property during an emergency. An electronic version of this guide can be accessed at [www.newberlinwi.gov](http://www.newberlinwi.gov).

## Why Prepare for a Disaster?



Disasters disrupt hundreds of thousands of lives every year. Each disaster has lasting effects – people are seriously injured, some are killed. Disasters can also produce billions of dollars in property damage, loss of essential services, significant disruptions of community and business activities, serious environmental damage and mental anguish.

If a disaster occurs in our community, local government and disaster-relief organizations work hard to help you. But you need to be ready as well.

Disaster preparation and response is a partnership between you, local governments and disaster-relief organizations. Local responders may not be able to reach you immediately, or they may need to focus their efforts due to greater needs elsewhere.

Being prepared and understanding what to do can reduce fear, anxiety and losses that accompany disasters. In many cases, you can reduce the impact of disasters or possibly avoid the danger altogether.

You should know how to respond to severe weather or any disaster that can naturally occur in our area – wildfires, flooding, tornadoes, winter storms and extreme heat or cold. You should also be ready to be self-sufficient for at least 3-5 days. This may mean providing for your own shelter, first aid, food, water and sanitation.

This guide provides step-by-step advice on how to prepare for, respond to, and recover from most disasters. While this guide focuses on the physical hazards of disasters, there are also the emotional effects of losing a loved one, a home or treasured possessions. When under stress, people can become irritable, fatigued, hyperactive, angry and withdrawn. Everyone is vulnerable to post-disaster psychological effects, especially children and older adults.

# **CITY OF NEW BERLIN EMERGENCY MANAGEMENT**

Under Public Act 390 of 1976, as amended, the City of New Berlin has established an emergency management program that has the responsibility of coordinating prevention, preparedness, response, recovery and mitigation activities before, during, and after emergencies and disasters throughout the county. The Director of Emergency Management is appointed by the Mayor, and is responsible for the program standards and requirements established by the Wisconsin Department of Safety and Professional Services.

## **The City of New Berlin has taken the following steps to prepare for an emergency or disaster:**

- An Emergency Management Director has been appointed to coordinate all emergency and disaster prevention, preparedness, response, recovery and mitigation activities within the City of New Berlin.
- A system of emergency plans, protocols, and guidelines have been established that describe the overall concepts of operation that will be put into effect during a disaster or emergency. These include plans for schools and businesses and the continuity of operations of city departments and services.
- An emergency operations staff consisting of employees with special knowledge of functions performed during an emergency event has been identified and trained.
- An Emergency Operations Center has been established within the City of New Berlin to provide for the coordination of all emergency response activities and resources in the city.

## **NATIONAL PREPAREDNESS MISSION AREAS**

### **Prevention**

Prevent, avoid or stop an imminent, threatened or actual act of terrorism.

### **Protection**

Protect our citizens, residents, visitors, and assets against the greatest threats and hazards in a manner that allows our interests, aspirations and way of life to thrive.

### **Mitigation**

Reduce the loss of life and property by lessening the impact of future disasters.

### **Response**

Respond quickly to save lives, protect property and the environment, and meet basic human needs in the aftermath of a catastrophic incident.

### **Recovery**

Recover through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic and environmental fabric of communities affected by a catastrophic incident.



# **FAMILY PREPAREDNESS QUESTIONNAIRE**

Before you explore this guidebook, please answer the following questionnaire to measure your current understanding of basic emergency preparedness. All topics addressed below will be covered in greater detail throughout this guide.

**1. Do you know the hazards you are at risk for in your home and community?**

**2. Do you believe that your community is prepared for emergencies and do you know how to access local information to assist you in doing so?**

**3. Do you believe that your family is well-prepared to handle most emergencies?**

**4. Have you discussed emergency planning issues with your family?**

**5. Do you have a family emergency supplies kit including:**

- A three-day supply of water per person (one gallon per person, per day)
- A three-day supply of non-perishable food items
- One change of clothing per person
- One blanket or sleeping bag per person
- First aid kit with current prescription medication (enough for four days)
- Battery powered radio & flashlight, with extra batteries, hand operated generator or solar cells
- Extra set of car keys
- A credit card and a small amount of cash
- Sanitation supplies
- Pet supplies

**6. Does your house have operational smoke detectors on every level?**

**7. Do you have a charged ABC fire extinguisher (5-10lb for garage and 2.5lb for home)?**

**8. Have you trained your family on the proper use of a fire extinguisher?**

**9. Do you know how to turn off your utilities?**



# PLANNING FOR DISASTER

Learn about the natural hazards and other risks in your area and near your home, and talk to members of your household about what to do in each case. Understanding the threats you and your family may be exposed to is an important step in emergency planning. The following list identifies the hazards that can occur in Southeast Wisconsin. Because we live, work, go to school and play throughout our area, we need to be aware of what can happen all around us. It is important to discuss potential hazards with your family so you can begin to develop your Emergency Plan.

Winter Weather Storms	High Winds/Tornado	Thunderstorm/Hail
Hazardous Materials Incident	Flooding	Structure Fire
Infrastructure Failure	Drought	Public Health Emergency
Extreme Temperature	Civil Disturbance	Wild Fires
Power Outage	Terrorism/Sabotage	Active Assailant

**Plan how members of your household will stay in contact** if you become separated. Identify at least two meeting places – the first near your home, and the second away from your neighborhood in case you can't return home. Also choose an out-of-town friend or family member as a single point of contact, and make sure everyone knows how to reach this person by phone, text or email.

**Draw a floor plan of your home and designate two escape routes** from each room.

**Make sure everyone has access to emergency phone numbers.** If you still have a home telephone, post these numbers near it. Make copies for everyone in your family to carry (in a wallet, purse, backpack, or in the car or on an electronic device such as a cell phone). Have each member of the family update their emergency contact information in their cell phones, if this is their primary means of communication.

**Gather important papers** and make copies of them, or take pictures of documents with your phone. You may also want to save electronic files, such as photographs, on a USB drive. Here are some documents you may want to have access to during an emergency:

- Family emergency health information, including medical and veterinarian records, and a list of medications for each member of the family. Tip: periodically take pictures of your prescription labels – medication, dosage, prescribing physician and pharmacy are all included.
- Insurance documents (life, auto, home)
- Legal documents (marriage, birth, death, divorce, court proceedings, wills, trusts, and power of attorney)
- Driver's license or state issued Identification Card
- Social Security Card
- An atlas or map, in case you don't have access to your cell phone, or the battery dies.
- A list of important phone numbers, also in case you don't have access to your cell phone. This list might include phone numbers for your friends, family, insurance companies, clergy or faith based organizations, credit card companies, and doctors' offices.



Having these documents readily available may help you even when there is no emergency. A word of caution – do keep personal information secure, either in a locked box, or with an electronic password or encryption.



**Get to know your neighbors** and exchange contact information. Find out if anyone in your neighborhood may need help during an emergency, or if that’s you, let your neighbors know. Neighbors helping neighbors during an emergency is one of the most effective ways to keep yourself and your property safe, and it reduces the burden on emergency responders.

**Conduct a self- and family-assessment.** Your emergency plan should be as unique as you are. All of us have different capabilities and strengths, as well as challenges and needs. During a disaster, you will most likely not have access to everyday conveniences and services. Conditions and circumstances may prevent you from using your capabilities to their fullest. Think through the details of your routine and plan for alternatives. Here are just a few ideas:

- If there are people who assist you or your family member, list who they are and how you will contact them in an emergency. Ask them about their emergency plans.
- Think about the types of transportation you use, and what alternatives could serve as backups.
- If you need specific tools or aids, plan how you will take them with you, cope without them, or identify alternatives. If you have to move without a vehicle, can you carry your own emergency supplies?
- If you or a loved one depend on life-sustaining treatment or equipment or medication, such as dialysis or respiratory treatment, talk to your medical provider about emergency plans. Likewise, if you depend on perishable medication (refrigerated insulin, for example), plan how you will access it (take some in a cooler).
- Plan in advance for your pet or service animal. Many shelter locations will have a co-located pet shelter. If this is not possible, contact your local pet shelter or humane society to find out if they have a policy about keeping animals during an emergency.

**Create a Personal Support Network.** If you know that you will need help during an emergency, set up a personal support network by making a list of family, friends, and others who will help you, and check on you to make sure you are safe. Include friends or family who are nearby, as well as someone out of the area, who may not be affected by the same emergency, if possible.

- Work out support relationships with two or three people in each place where you spend significant amounts of time, such as home and work.
- Share copies of your emergency plans and relevant emergency documents (see “Gather important papers” in previous section)
- Exchange important keys.
- Exchange important phone numbers with your support network.
- Teach your support network how to use any special equipment, such as wheelchairs, oxygen or other medical equipment, and/or how to administer medication.
- Plan ahead in a forecasted emergency, such as a blizzard, and determine who will assist you as needed. Take action early, so that the storm doesn’t prevent you from connecting with your support network.

- Touch base with your support network every few months (schedule it on your calendar) to update circumstances and find out if they are still able to assist you. Confirm contact information.
- Your personal support network should be a mutual relationship. Learn how you can help and support the people in your network, too.

## ADDITIONAL PLANNING CONSIDERATIONS

- Familiarize yourself with office and school emergency plans.
- Review your property, auto, life, and health insurance policies annually to ensure you have adequate insurance coverage.
- Consider purchasing flood insurance to reduce your risk of loss due to flooding.
- If you rent your home, consider rental insurance. It is often affordable and will help you recover more quickly from a disaster.
- Document personal property, including taking photos of high value items and keeping valuation and receipts in a safe place.
- Take first aid and CPR classes.
- Set up an emergency savings account and keep a small amount of cash in a safe place.

## SOME TIPS FOR PEOPLE WHO ARE...

### **Mobility challenged:**

If you typically rely on elevators, have a backup plan in case they are not working. Practice using alternate methods of evacuation. There may be times when you will have to leave your wheelchair behind to evacuate safely. If you cannot use stairs, discuss lifting and carrying techniques that will work for you with your physician and your support network.

### **Blind or have visual acuity challenges:**

If you have some vision, place security lights in each room to light paths of travel. These lights plug into wall outlets, light up automatically during a power outage, and will work for several hours, depending on the type. During a disaster, you may lose audio cues you typically rely on.

### **Deaf or Hard-of-Hearing:**

Plan how you will receive warnings and instructions, and familiarize your support network with any augmentative and alternative communication devices you use. Keep writing materials ready for those who do not know sign language, or for when an interpreter is not available.

### **Children:**

Households with working parents may need assistance with their children during an emergency. Talk to your support network ahead of time about how they can help and teach your children what to do and who to contact in the event of an emergency. Like adults, children want to feel empowered and in control during an emergency.

### **Allergic to certain foods or have special dietary needs:**

Consider these needs when assembling your emergency food supplies, and make sure your support network is aware of your needs, especially if you plan to evacuate to a friend or family member's home during an emergency.

### **Insulin Dependent or use other refrigerated medications:**

Keep a small cooler and ice packs on hand to safely take refrigerated medications with you if you have to evacuate. Have alternative ways to keep medications stocked.



### **Have Oxygen Needs:**

If you have a medical condition that requires that you remain on oxygen or periodically need oxygen, it is recommended that you keep at minimum a 48 hour supply of back up oxygen on hand in case of power outages.



## **15105 W Library Ln.**

During weather events of extreme hot/cold weather, the City of New Berlin Public Library will be set up for temporary refuge from these conditions. In cases where you may lose power, charging stations will also be available to power cell phones other devices. Regular Library hours are:

- Monday thru Thursday 9am-9pm
- Friday 9am-5pm
- These hours may be subject to change during an emergency situation

Keep up to date during severe weather events on the City of New Berlin Emergency Management Facebook page for when the Library will be used during these events.

# HOME HAZARD HUNT

An important step in family preparedness is the identification of hazards in your home. So now that you've taken the questionnaire, please also conduct a home hazard hunt.

The below checklist highlights several areas that can present hazards - and that includes anything that can move, break, fall or burn. Answer yes or no in each category based on your current approach to these areas. For example, under the kitchen section, you are asked if you wear snug-fitting clothes when cooking. Please check yes if you do and no if you do not. Once you complete the hunt by answering all the questions, you can continue reading the guidebook and then construct a plan to reduce or eliminate all hazards within your home. Foresight, imagination and common sense are the only tools you will need

KITCHEN			SMOKING & MATCHES		
Yes	No		Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Wear snug-fitting clothes when cooking	<input type="checkbox"/>	<input type="checkbox"/>	Store matches and lighters out of reach of children
<input type="checkbox"/>	<input type="checkbox"/>	Do not leave cooking food unattended	<input type="checkbox"/>	<input type="checkbox"/>	Use large, deep, non-tip ashtrays
<input type="checkbox"/>	<input type="checkbox"/>	Keep pan handles turned in while cooking	<input type="checkbox"/>	<input type="checkbox"/>	Never smoke when drowsy or in bed
<input type="checkbox"/>	<input type="checkbox"/>	Keep a pan lid nearby in case of fire	<input type="checkbox"/>	<input type="checkbox"/>	Dispose of ashes and cigarette butts in a metal can at least daily
<input type="checkbox"/>	<input type="checkbox"/>	Keep cooking areas clean and clear of combustibles	<input type="checkbox"/>	<input type="checkbox"/>	Check furniture for smoldering cigarettes every night, especially after parties
<input type="checkbox"/>	<input type="checkbox"/>	Keep cords from dangling	<b>ELECTRICITY</b>		
<input type="checkbox"/>	<input type="checkbox"/>	Ensure outlets near the kitchen sink are GFI (Ground Fault Interrupt) equipped	<b>Yes</b>	<b>No</b>	
<input type="checkbox"/>	<input type="checkbox"/>	Keep sharp knives out of reach of children	<input type="checkbox"/>	<input type="checkbox"/>	Avoid the use of extension cords (if used, ensure the correct wattage rating)
<b>OUTSIDE</b>			<input type="checkbox"/>	<input type="checkbox"/>	Plug only one heat producing device into an electrical outlet
<b>Yes</b>	<b>No</b>		<input type="checkbox"/>	<input type="checkbox"/>	Ensure cords are not placed under rugs
<input type="checkbox"/>	<input type="checkbox"/>	Clear dry vegetation and rubbish from around the house	<input type="checkbox"/>	<input type="checkbox"/>	Verify circuits are not overloaded
<input type="checkbox"/>	<input type="checkbox"/>	Use barbecue grills away from buildings and vegetation	<input type="checkbox"/>	<input type="checkbox"/>	Replace damaged cords, plugs, sockets
<input type="checkbox"/>	<input type="checkbox"/>	Dispose of bbq briquettes in a metal container	<input type="checkbox"/>	<input type="checkbox"/>	Use bulbs with the correct wattage for lamps and fixtures
<input type="checkbox"/>	<input type="checkbox"/>	Maintain a "greenbelt" around rural buildings	<input type="checkbox"/>	<input type="checkbox"/>	Check fuses/circuit breakers for the correct amperage ratings
<input type="checkbox"/>	<input type="checkbox"/>	Check with the fire department before burning debris or using a burn barre	<input type="checkbox"/>	<input type="checkbox"/>	Don't override or bypass fuses or circuit breakers
<b>ALL ROOMS</b>			<b>CLOTHES / WASHER &amp; DRYER</b>		
<b>Yes</b>	<b>Yes</b>		<b>Yes</b>	<b>No</b>	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure floor coverings (rugs, carpets) are properly secured to prevent tripping hazards	<input type="checkbox"/>	<input type="checkbox"/>	Verify that appliances are properly grounded
<input type="checkbox"/>	<input type="checkbox"/>	Separate draw cords on blinds and drapes to reduce strangulation hazards for kids	<input type="checkbox"/>	<input type="checkbox"/>	Ensure lint filter is clean and serviceable
<input type="checkbox"/>	<input type="checkbox"/>	Ensure room exits are unobstructed	<input type="checkbox"/>	<input type="checkbox"/>	Check vent hose and vent line to ensure they are clean and provide unobstructed airflow
<b>GARAGE/ATTIC/SHED</b>			<b>FIRE EXTINGUISHER</b>		
<b>Yes</b>	<b>No</b>		<b>Yes</b>	<b>No</b>	
<input type="checkbox"/>	<input type="checkbox"/>	Use gasoline as motor fuel only and never store it inside the home	<input type="checkbox"/>	<input type="checkbox"/>	Verify that an all purpose fire extinguisher (Class ABC) is maintained in an accessible location
<input type="checkbox"/>	<input type="checkbox"/>	Keep only a small quantity of gasoline, if necessary, in an approved container locked	<input type="checkbox"/>	<input type="checkbox"/>	Ensure that all occupants know how to use it
<input type="checkbox"/>	<input type="checkbox"/>	Keep flammable liquids such as paints and thinners in their original containers and store on or near the ground and away from sources of heat, sparks, or flame	<input type="checkbox"/>	<input type="checkbox"/>	Are additional fire extinguishers kept in the kitchen, garbage, basement, and sleeping area?
<b>HEATING EQUIPMENT</b>			<b>SMOKE &amp; CO<sub>2</sub> DETECTORS</b>		



Yes	No		Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Ensure fireplace inserts and gas/wood stoves comply with local codes	<input type="checkbox"/>	<input type="checkbox"/>	Install properly on every level
<input type="checkbox"/>	<input type="checkbox"/>	Clean and inspect chimney annually	<input type="checkbox"/>	<input type="checkbox"/>	Test first Tuesday of each month
<input type="checkbox"/>	<input type="checkbox"/>	Dispose of ashes in metal containers	<input type="checkbox"/>	<input type="checkbox"/>	Replace battery every six months
<input type="checkbox"/>	<input type="checkbox"/>	Keep clothes, furnishings and electrical cords at least 12" from wall heaters and 36" from portable heaters	<b>ALL HAZARDS (OTHER CONSIDERATIONS)</b>		
<input type="checkbox"/>	<input type="checkbox"/>	Service furnace annually	<b>Yes</b>	<b>No</b>	
<input type="checkbox"/>	<input type="checkbox"/>	Set water heater thermostat at 120 degrees F	<input type="checkbox"/>	<input type="checkbox"/>	Bolt heavy, tall, upright furniture to wall studs
<input type="checkbox"/>	<input type="checkbox"/>	Elevate new or replacement gas water heaters at least 18" above the floor	<input type="checkbox"/>	<input type="checkbox"/>	Secure kitchen and bathroom cabinets with "positive" (self-closing) latches
<b>BATHROOMS</b>			<input type="checkbox"/>	<input type="checkbox"/>	Store heavy and/or breakable items on lower shelves
<b>Yes</b>	<b>No</b>		<input type="checkbox"/>	<input type="checkbox"/>	Check foundation for cracks and repair as needed
<input type="checkbox"/>	<input type="checkbox"/>	Store poisonous cleaning supplies and medications in "childproof" cabinets	<input type="checkbox"/>	<input type="checkbox"/>	Secure mirrors and pictures to the wall or hang them with heavy wire, looped through eye screws or tongue-in-groove hangers
<input type="checkbox"/>	<input type="checkbox"/>	Replace glass bottles with plastic containers	<input type="checkbox"/>	<input type="checkbox"/>	Proper use of snow removal equipment (shovel and/or snow blower)
<input type="checkbox"/>	<input type="checkbox"/>	Ensure all outlets are GFI equipped	<input type="checkbox"/>	<input type="checkbox"/>	Preparing vehicles for acclimate winter weather (brakes, electrical system, engine, oil change, lights, tires)
<b>FAMILY PREPAREDNESS</b>			<input type="checkbox"/>	<input type="checkbox"/>	Wearing proper footwear when walking on snow and ice to reduce slips.
<b>Yes</b>	<b>Yes</b>		<input type="checkbox"/>	<input type="checkbox"/>	Placing salt on walkways to remove ice and snow from potential slippery areas
<input type="checkbox"/>	<input type="checkbox"/>	Plan two unobstructed exits from every room, including the second floor and make sure everyone knows them	<input type="checkbox"/>	<input type="checkbox"/>	Store used oily rags in sealed metal containers
<input type="checkbox"/>	<input type="checkbox"/>	Designate a meeting place outside	<input type="checkbox"/>	<input type="checkbox"/>	Never store combustibles such as newspapers and magazines
<input type="checkbox"/>	<input type="checkbox"/>	Have an out-of-state contact for family check after a disaster/emergency	<input type="checkbox"/>	<input type="checkbox"/>	Identify an emergency shelter in your home
<input type="checkbox"/>	<input type="checkbox"/>	Develop an escape plan and practice it regularly	<b>NOTES</b>		
<input type="checkbox"/>	<input type="checkbox"/>	Store important papers and valuables in a fireproof safe or cabinet			
<input type="checkbox"/>	<input type="checkbox"/>	Maintain proper insurance and coverage for your home and its contents (earthquake, flood, renter's, fire)			



# Practice drills are a great way to help your family plan and remember what to do in case of a disaster or emergency.

## FIRE DRILLS

Each family member should low crawl out of the house to rally at one meeting point once outside. And hopefully, you'll have a soft spot on the lawn to practice your stop-drop-and-roll. While you're on topic, make sure that your smoke and carbon monoxide alarms all have fresh batteries, your fire extinguisher is charged, and your multiple escape routes are clear. It is recommended that batteries in your smoke detector or carbon monoxide detector be changed every six months.

## MEDICAL EMERGENCY

Have the family take care of an "injured" member. If you have teenage or middle school age family members, you could even let them perform first aid on a parent. Tell them that you are badly cut and feeling faint. Make sure they know where your medical supplies are located, and let them practice using them. For the younger or more sensitive kids, you can make the drill slightly realistic by simulating a deep cut with a red line on your arm from a marker. Then ask them to bandage you.



# PREPARE AN EMERGENCY SUPPLY KIT

You should gather water, food, first-aid supplies, clothing, bedding, tools and other essentials ahead of time and be ready in the event you must evacuate or go without electricity, heat, or water for an extended period. The kit can be put into 5-gallon buckets, duffel bags or backpacks.

## Consider including the following items in an emergency supply kit:

<b>WATER</b> (3 day supply – one gal./person/day)		<b>FIRST AID KIT</b> (In a waterproof container)		<b>SPECIAL ITEMS</b> For Babies:	
<input type="checkbox"/>	Store water in sealed, unbreakable containers (Replace every six months)	<input type="checkbox"/>	Sterile adhesive bandages	<input type="checkbox"/>	Formula, juice & powdered milk
<b>FOOD</b> (3-5 day supply of non-perishable food per person)		<input type="checkbox"/>	2 & 3” sterile gauze pads	<input type="checkbox"/>	Diapers & wipes
<input type="checkbox"/>	Food (high energy, ready-to-eat)	<input type="checkbox"/>	Triangular bandages	<input type="checkbox"/>	Bottles & medications
<input type="checkbox"/>	Milk/juice (canned or powdered)	<input type="checkbox"/>	Hypoallergenic adhesive tape	<b>For Adults:</b>	
<input type="checkbox"/>	Smoked or dried meat (jerky)	<input type="checkbox"/>	2 & 3” sterile roller bandages	<input type="checkbox"/>	Medications/insulin
<input type="checkbox"/>	Multivitamins, fiber, salt	<input type="checkbox"/>	Scissors & tweezers	<input type="checkbox"/>	Denture needs
<input type="checkbox"/>	Metal mess kit (cooking/eating)	<input type="checkbox"/>	Needles & safety razor blade	<input type="checkbox"/>	Contact lenses, supplies & extra eyeglasses
<input type="checkbox"/>	Paper cups, plates, & plastic utensils or spork	<input type="checkbox"/>	Bar of soap & antiseptic spray	<input type="checkbox"/>	Entertainment - games, books
<input type="checkbox"/>	Can opener (manual)	<input type="checkbox"/>	Moistened towelettes	<input type="checkbox"/>	Cell phone and charger
<input type="checkbox"/>	Cookware/utensils, cutlery	<input type="checkbox"/>	Medicine dropper	<b>For Pets:</b>	
<input type="checkbox"/>	Aluminum foil	<input type="checkbox"/>	Non-breakable thermometer	<input type="checkbox"/>	Food & water
<input type="checkbox"/>	Soap, liquid detergent, washing liquids, SOS pads, spray bottle	<input type="checkbox"/>	Latex gloves	<input type="checkbox"/>	Collar & leash/harness
<input type="checkbox"/>	Freezer bags (assorted sizes)	<input type="checkbox"/>	Dust mask	<input type="checkbox"/>	Carrier/cage
<b>SANITATION</b>		<input type="checkbox"/>	Petroleum jelly	<input type="checkbox"/>	Documents
<input type="checkbox"/>	Personal hygiene items	<input type="checkbox"/>	Assorted sizes of safety pins	<b>DOCUMENTS</b> (In a waterproof container)	
<input type="checkbox"/>	Plastic garbage bags & ties	<input type="checkbox"/>	Tongue blades & wooden applicator sticks	<input type="checkbox"/>	Emergency preparedness manual
<input type="checkbox"/>	Plastic bucket w/tight lid	<input type="checkbox"/>	Water purification tablets	<input type="checkbox"/>	Important phone numbers
<input type="checkbox"/>	Spray disinfectant	<b>TOOLS &amp; SUPPLIES</b>		<input type="checkbox"/>	Wills, power of attorney, trusts, insurance policies
<input type="checkbox"/>	Towelettes or diaper wipes	<input type="checkbox"/>	Flashlight with extra batteries and extra bulbs	<input type="checkbox"/>	Contracts, deeds, stocks & bonds
<input type="checkbox"/>	Toilet paper	<input type="checkbox"/>	Battery powered radio with extra batteries	<input type="checkbox"/>	Passports, social security cards, insurance cards
<b>CLOTHING &amp; BEDDING</b> (1 complete set per person)		<input type="checkbox"/>	Matches in a waterproof container	<input type="checkbox"/>	Immunization records
<input type="checkbox"/>	Sturdy shoes or work boots	<input type="checkbox"/>	Lighter, Signal Flare, Fire Extinguisher	<input type="checkbox"/>	Family records (birth, marriage, death)
<input type="checkbox"/>	Rain gear	<input type="checkbox"/>	Folding Shovel	<input type="checkbox"/>	Inventory of valuable household goods
<input type="checkbox"/>	Blankets or sleeping bags	<input type="checkbox"/>	Multi-Tool & Utility Knife	<input type="checkbox"/>	Financial records (bank account, credit card accounts)
<input type="checkbox"/>	Warm hat, gloves, clothing, & thermal under garments	<input type="checkbox"/>	Duct Tape	<input type="checkbox"/>	Permits (hunting/fishing/fire)
<input type="checkbox"/>	Hat, sunblock, sunglasses	<input type="checkbox"/>	Paper, Pencil, Scissors, Glue		
		<input type="checkbox"/>	Maps (City, County, State)		
		<input type="checkbox"/>	Money (Cash and Credit)		



# AN EVACUATION KIT FOR YOUR HOME

A fire, flood or other emergency may require the immediate evacuation of your home. The following items should be assembled and placed into a small portable container, readily accessible so that it can be grabbed as you exit your home

## Consider including the following items in an evacuation kit for your home:

- 2x Water bottles for each person
- Nonperishable, high energy foods (granola bars, canned nuts, hard candy, trail mix, peanut butter & crackers) for each person.
- A small battery powered radio (AM is preferred) and extra batteries
- Powering operation for your cellphone. Power banks and/or 12 volt charging options or solar charger.
- Small first aid kit
- Flashlight with extra batteries
- A small amount of cash and change, and a credit card (small water proof container)
- An extra set of car and house keys
- Critical family documents in a portable, fireproof container
  - Social Security Cards
  - Insurance policies
  - Wills
  - Deeds
  - Savings and checking account numbers
  - Birth and Marriage Certificates
  - Inventory of household property and valuables/assets (video of your home's contents or pictures are extremely beneficial)
- Extra pair of glasses
- Evacuation plan (contacts' numbers, location of meeting)
- Pet supplies



# A DISASTER KIT FOR YOUR VEHICLE

Keep your car equipped with emergency supplies. Be knowledgeable of your gas tank levels and if warnings of an impending emergency are being broadcast, fill up. Gas stations may be affected by the emergency and unable to be used. Keep these items stored in a portable container

## Consider including the following items in an evacuation kit for your vehicle:

- 2x Water bottles
- Nonperishable, high energy foods (granola bars, canned nuts, hard candy, trail mix, peanut butter & crackers)
- Flashlight with extra batteries
- First Aid kit
- Jumper Cables
- Tire repair kit and pump
- Reflective triangles and vest
- Fire Extinguisher
- Rain Poncho
- Portable Car Charger
- Local maps
- Multi-tool
- Flares and/or hazard lights
- Blanket

For colder weather conditions include:

- Blankets
- Snow scrapper/brush
- Shovel
- Warm clothing
- Cat litter (traction)



## CREATE AN EMERGENCY COMMUNICATIONS PLAN

Your family will cope best during an emergency by preparing for it before it takes place. Knowing where every family member is can create piece of mind, whether it is an immediate family member or one impacted by disaster out of state. Having a communications plan will help you maintain contact with your entire family. Follow these simple steps to help achieve peace of mind.

- Choose an out-of-town contact that your family members can call to check on when a disaster occurs.
- Make sure each family member knows these phone numbers. Make a small contact card they can carry for easy reference.
- Test your out-of-town contact regularly. Have them call you, too.
- Leave emergency contact numbers with officials at your child's school.

## REMEMBER TO HELP OTHERS

There may be elderly or handicapped residents living in your neighborhood that could use help during an emergency. Include them in your communications checklist to remind you to communicate your willingness to help them when disaster strikes.

- Make a list of those neighbors who could use extra help.
- Ask for their phone numbers and address, only if they feel comfortable with you having them.
- When an emergency strikes, make contact with those neighbors and see that their needs are addressed.
- Help them in identifying their own out-of-town contact.

When a disaster strikes, remember to always dial 9-1-1 for emergency service response. Do not use 9-1-1 to make inquires, learn information or request non-emergency assistance. During a disaster, emergency dispatchers are often swamped with calls for help. Make sure your call is of an emergency nature. This will guarantee that those people who really need help receive it.

If you have questions or concerns that are not of an emergency nature, try calling your local government business phone number or hotline phone number provided by your local TV, radio, social media or broadcast news stations.

Teach your children how to place an emergency call, always stressing the importance of calling 9-1-1 only for emergencies.



# WARNING SYSTEMS

## EMERGENCY ALERT SYSTEM (EAS)

The EAS transmits national, state and local emergency warning information over television and radio stations. It is designed to automatically break into regular programming to provide guidance in your specific viewing or listening area.

## WIRELESS EMERGENCY ALERTS (WEA)

WEA are emergency messages sent by authorized government alerting authorities through your mobile phone carrier. The types of alerts you might receive through WEA are:

- Extreme weather warnings
- Local emergencies requiring immediate action
- AMBER Alerts
- Presidential alerts during a national emergency



## NOAA WEATHER RADIO (NWR)

NOAA Weather Radio is a nationwide network of radio stations that broadcast continuous weather information directly from the nearest National Weather Service (NWS) office. NWR broadcasts official Weather Service warnings, watches, forecasts and other hazard information 24 hours a day, seven days a week.

NWR also works with the FCC's Emergency Alerts System (EAS) to be an "all-hazards" radio network. In conjunction with public safety officials and emergency managers, NWR can broadcast warning and post event information about all types of hazards – natural, human-caused, environmental or public safety-related.

Weather radios are available at many retail outlets and on-line stores, ranging anywhere from \$20 to \$200 or more, with a variety of features. In order to get the most out of a weather radio, three useful features are:

**Tone Alarm:** The alarm tone will activate for watch and warning messages even if the receiver is turned off.

**S.A.M.E. Technology:** Specific Alert Message Encoding allows you to specify the area for which you would like to receive alerts. Without this feature, you may hear watches and warnings for many counties as a storm system moves across Colorado. With this feature, you will hear messages only about the areas you have selected.

**Battery backup:** This feature is useful since power outages often accompany severe weather. It is recommended that you use the AC power under normal conditions to preserve battery life. If the power goes off, the battery will take over and your radio will still work.



## OUTDOOR WARNING SYSTEM

Severe weather sirens or as many would refer to as “Tornado Sirens”, are not just for tornadoes. Throughout our Nation siren systems are utilized to warn the public of impending severe weather with the likelihood of causing damage. Within the City of New Berlin our warning systems’ purpose is not at all different.

The City of New Berlin Emergency Management wants to remind citizens, business owners, and visitors that the cities warning sirens are an outdoor warning system. They are used to warn the public, primarily those who are outside, that threatening weather is coming. Within the City of New Berlin the warning system will be activated when the following conditions are present:

- Tornado Warning, visually confirmed or when a warning has been issued by the National Weather Service
- High Winds, when winds are monitored at 60 miles-per hour or upon notification from the National Weather Service of a severe storm or high wind warning
- System testing
- Civil Unrest
- Upon the discretion of the Emergency Management Director, Fire Chief or Police Chief

Once again the City of New Berlin “outdoor” warning systems primary purpose is for alerting the public (primarily those outdoors) of the potential for severe weather either incoming and/or affecting the Municipality. Residents must remain vigilant, and always keep in mind that in addition to tornados, thunder storms can produce straight line winds that can cause major damage to a home or building. As with any severe weather stay tuned to a credible source of information such as the National Weather Service radio (NOAA), or local media, maintain contact with that source until the hazard has cleared.

### System Testing:

- Unless notified in writing by the Emergency Management Director or Deputy Director the New Berlin Emergency Alert System (Sirens) will be activated at 10am for system testing every Thursday starting on the first Thursday in April through the first Thursday in October. If severe weather is threatening the area, the test will be suspended.



## Know the terms:

Generally, when a “warning” is issued, it means that something serious is either already happening or about to happen. A “watch” means the conditions are right or there is a possibility of something happening. And “advisory” typically makes us aware that something is likely to happen, and it may be a nuisance or should be avoided, but isn’t directly life-threatening

For a complete list of weather watch/warning/advisory definitions, visit:  
<https://www.weather.gov/lwx/WarningsDefined>



## SOCIAL MEDIA



Many local government agencies use Facebook, Twitter and other Social Media platforms to communicate with the public. The City of New Berlin Emergency Management uses Facebook to communicate before, during, and after emergencies.

Follow us:

<https://www.facebook.com/cityofnewberlinemergencymanagement>. For more information about the City of New Berlin Emergency Management, visit [www.newberlinwi.gov](http://www.newberlinwi.gov).



If you are affected by a disaster and don’t have phone service, utilize the American Red Cross Safe and Well website at: <https://www.safeandwell.org/> or the Facebook Safety Check feature.

# GET INVOLVED

Communities that plan together, and work together before a disaster, are better prepared to help each other during a disaster. Get involved in your community throughout the year, meet your neighbors, and make connections. There are some great ways to do this, including joining Community Clubs or you can also engage in your community online using social media groups, and through Nextdoor.com.

## CERT (COMMUNITY EMERGENCY RESPONSE TEAM)

Have you ever wanted to learn more about how to respond in your community after a disaster? Then you should consider a Community Emergency Response Team (CERT) class.



- CERT trains people in neighborhoods, the workplace, and schools in basic disaster response skills, like fire suppression, urban search and rescue, and medical operations.
- This awareness-level course helps residents take a more active role in emergency preparedness by providing skills that allow neighbors to come together and assist one another until local agencies can step in.
- CERT training and materials are available in English and Spanish, and accommodations can be made for American Sign Language and other languages.

All are welcome to participate at the level they are comfortable with. For more information on your local CERT program please visit <https://www.ready.gov/cert>

## MEDICAL RESERVE CORPS (MRC)

Do you have medical training or expertise and want to help treat survivors following a disaster? MRC volunteers receive training in emergency response, and are placed on teams with other medical professionals to work in disasters and assist with community events throughout the year.

Even if you do not have specific medical training, but still want to be part of an MRC team, there are non-medical positions available as well. For more information or to sign up, visit <https://www.dhs.wisconsin.gov/preparedness/mrc/index.htm>



# EVACUATION

You may be subconsciously more aware of your surroundings than you realize. Often, before disaster strikes, people notice that something is “off” or they describe a scene that looked or sounded different from what they had experienced before. Learning to always be aware of your surroundings, and to trust your instincts is also a form of warning.

Depending on your circumstances and the nature of the emergency, the first decision you will always make is to stay or go. You should evaluate your circumstances, such as the places you frequent, types of emergencies, other people who rely on you, your own capabilities and resources, and plan for both possibilities.

If you are asked by authorities to evacuate your home or workplace, you may have only minutes to escape to safety and you should be prepared to leave immediately when notified. Evacuation periods may last for hours or days, dependent on the emergency, so you should be ready to care for yourself and your family for a minimum of three days.

## **If you are told to evacuate, please follow these simple tips:**

- Turn on your radio or television and be prepared to follow all instructions by emergency authorities
- Take your disaster supplies kit
- Lock your home as you leave
- Post a note on your door telling others where you have gone. Local police will be patrolling the neighborhoods
- Use only the travel routes established by the authorities
- Select a friend or relative to go to prior to an evacuation
- You may also choose to evacuate before conditions worsen (when a “watch” is issued rather than a “warning”) if you need additional travel time, transportation assistance, or if you are unable to shelter in place without your support network. Make these arrangements in advance.
- Plan several evacuation routes from your home and office, and become familiar with different routes. Pre-plan where you will go and where you will meet your family members.



## **If there is time, try to accomplish this helpful task:**

- Shut off all utilities before leaving (only if you know how to do so safely) Contact your gas company when you return for service resumption.

## Returning home:

If you evacuated, wait for official instructions before returning home. This is done to ensure the safety of you, your neighbors, and emergency responders.

Your health and safety is the most important concern. Do not enter areas that are potentially unsafe. This includes damaged buildings, areas with downed power lines or with heavy debris.

Floodwaters can contain diseases, debris, wildlife, or chemicals. If flooding has damaged your home or property, throw out contaminated items. This includes livestock feed and hay. If your home, vehicle, or personal property has been damaged or destroyed, contact your insurance agent. If it is safe to do so, take pictures or video of the damage. Also listen to local officials for instructions. In large-scale disasters, additional assistance may be (but isn't always) available.

### UTILITIES

Utilities, such as power lines or natural gas service, may have been damaged during the disaster. If you see downed power lines or suspect a gas leak, leave the area. Once you are in a safe location, call 9-1-1 and your utility company to report the emergency.

### FOOD SAFETY

Disasters can cause power outages. Even if your power is back on when you return, food that was stored in your refrigerator or freezer may no longer be safe to eat. If your power does go out, be aware that lack of refrigeration can cause food to spoil and become unsafe to eat. The FDA and USDA recommend that any refrigerated food that rose above 40° F for more than two hours be thrown out, and that any frozen food that is now thawed be thrown out as well. Learn more at [foodsafety.gov](http://foodsafety.gov).

### GENERATOR SAFETY

If you choose to use a generator during or after a disaster, follow these simple safety tips to protect you and your family from dangerous carbon monoxide gas and electrocution:

- Always use generators outside, away from doors, windows, awnings, and eaves. Generators should be 20 feet away from buildings.
- Do not use chains or locks to secure a generator, because this can hamper firefighters in an emergency.
- Never connect a generator directly to your home's electrical system. Instead, use properly-rated extension cords and connect appliances directly to the generator.
- Consult an electrician before performing advanced generator tasks, like using an automatic generator or transfer switch.
- Do not store gasoline inside your home or near water heaters.
- Always have a UL-approved carbon monoxide detector when using generators



# GENERATOR SAFETY

## USE BACKUP POWER SAFELY

When used properly, portable and standby generators are a great option to provide backup power during brownouts or blackouts.

Learn how to use generators safely with the following tips:

## TRANSFER SWITCHES



Transfer switches, whether manual or automatic, allow you to choose between **utility power** or **backup generator power**



Transfer switches are the only way to **safely power** your home's electrical system



Using a transfer switch **prevents backfeeding**. This occurs when your generator becomes a power source for the **surrounding area** and can damage your home, your neighbor's homes, and injure workers trying to restore power

## GENERATORS

### Location



**20 ft**

Always keep generators at least **20 feet away** from your home



Never operate a generator in an **enclosed space**



Make sure the generator has **3-4 feet** of clear space above and on all sides for proper ventilation



Keep generators **away** from doors, windows, and vents



Always **direct exhaust away** from your home

### Use



Always use **grounded cords** and inspect cords for damage prior to use



Use the **proper cord** for the wattage being used



Always use **GFCI protection**



Make sure to start / stop generators when **no electrical loads** are connected



Keep generators **dry, do not operate when wet**, and refuel when cool



**Do not overload** generators



Do not plug a generator directly into your home, connect items being powered **directly to the generator**

## CARBON MONOXIDE (CO) POISONING PREVENTION



Improper use and installation of generators could **cause CO poisoning**



Make sure your home has **carbon monoxide alarms** outside each sleeping area and on every level of the home



CO can kill in as little as **5 minutes**

### Symptoms of CO poisoning



Dizziness



Headaches



Nausea



Tiredness



If you experience CO poisoning symptoms, **get fresh air, do not reenter areas, and call 911.**

Please **share** this **free** resource to save lives



[www.facebook.com/ESFI.org](https://www.facebook.com/ESFI.org)

[www.twitter.com/ESFI dot org](https://www.twitter.com/ESFI dot org)

[www.youtube.com/ESFI dot org](https://www.youtube.com/ESFI dot org)



## MANAGING DEBRIS

Following a large-scale emergency, the city may implement a program to collect debris in neighborhoods. Before putting debris out for collection, you should do the following:

- Contact your insurance company to file a claim
- Document your property damage(s) by taking photographs
- Contact the city to notify them of your damage(s). This will help the city identify areas that will need debris collection.
- If a federal disaster declaration has been issued, call FEMA (800-621-3362), or apply online at [disasterassistance.gov](http://disasterassistance.gov) to a Disaster Assistance Claim.

Remember that debris, especially after flooding incidents, can be hazardous to your health or safety. You should always:

- Wear gloves and eye protection when removing construction materials such as drywall, wood siding, large furniture
- Wear long-pants and sturdy shoes in debris-riddled areas to prevent injury.

**NEVER** attempt to clean and re-use cloth articles (such as furniture, bedding, etc.) that have encountered flood water. You may attempt to clean and reuse clothing items only if they can be fully washed and dried in a washing machine and dryer.

Separating Debris Once you are ready for your debris to be collected, be sure to separate your debris into these five categories when you put them on the street:

- Vegetative Debris – leaves (do not put in bags), logs, plants, tree branches.
- Construction & Demolition Debris – building materials, carpet, drywall, furniture, lumber, mattresses and plumbing.
- Appliances & White Goods – air conditioners, dishwashers, freezers, refrigerators, stoves, washers, dryers and water heaters.
- Electronics – computers, radios, stereos, televisions, other devices with a cord.
- Household Hazardous Waste – cleaning supplies, batteries, lawn chemicals, oils, oil-based paints, stains and pesticides.

**DO** place debris on the edge of your property before the curb, on a sidewalk, or in a ditch.

**DO NOT** place debris by trees, poles, fire hydrants, or water/electric meters.

Additionally, the city may designate additional facilities where you can take disaster debris. These locations, and their hours of operation will be posted at [newberlinwi.gov](http://newberlinwi.gov)



# SHELTER IN PLACE

Whether you are at home, work or anywhere else you frequent regularly, there may be situations when it's best to stay where you are and avoid any uncertainty outside. Here are some indicators and steps to take if the situation arises:

- Use common sense and available information to assess the situation and determine if there is immediate danger.
- If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated you may want to take this kind of action.

## Here are some tips for sheltering in place:

- Local authorities may not immediately be able to provide information on what is happening and what you should do.
- Watch TV and listen to the radio or check the Internet often for official news and instructions as they become available.
- Bring your family and pets inside.
- Lock doors, close windows, air vents and fireplace dampers.
- Take your emergency supply kit unless you have reason to believe it has been contaminated.
- Do not turn off utilities unless authorities instruct you to do so. The exception is if you hear or smell a gas leak – in this case, locate and shut off your gas valve. You may need a special tool for this, and will need professional help to turn the gas back on.
- Go into an interior room with few windows if possible.
- Seal all windows, doors and air vents with thick plastic sheeting and duct tape. Consider measuring and cutting the sheeting in advance to save time. Cut the plastic sheeting several inches wider than the openings and label each sheet. Duct tape plastic at corners first and then tape down all edges. Be prepared to improvise and use what you have on hand to seal gaps so that you create a barrier between yourself and any contamination.

“Sealing a room” is considered a temporary protective measure to create a barrier between you and potentially contaminated air outside. This type of sheltering in place requires pre-planning, by purchasing plastic sheeting and duct tape that you would keep in your emergency supply kit.

## Staying Put in Your Vehicle:

- In some emergencies it is safer to pull over and stay in your car than to keep driving. If you are very close to home, your workplace, or a public building, go there immediately and go inside. Follow the “shelter-in-place” recommendations for that location. If you can't get indoors quickly and safely:
  - Pull over to the side of the road. Stop your vehicle in the safest place possible and turn off the engine. If it is warm outside, it is better to stop under a bridge or in a shady spot so you don't get overheated.
- Stay where you are until officials say it is safe to get back on the road.
- Listen to the radio for updates and additional instructions. Modern car radios do not use much battery power, so listening to the radio for an hour or two should not cause your car battery to die
- Even after it is safe to get back on the road, keep listening to the radio and follow directions of law enforcement officials.



# WHEN AN EMERGENCY STRIKES

During and after an emergency, it is important to stay calm. Even after an event, there may still be dangers. What seems like a safe location may not be. Stay tuned to your local emergency TV, radio and broadcast stations and follow the advice of trained professionals. Unless told to evacuate, avoid roads to allow emergency vehicles access.

During an emergency you might be cut off from food, water and electricity for an extended period. If power is out, food stores may be closed and your water supply may not work. Here are some suggestions:

## Water Safety:

If a disaster catches you without a supply of clean water, you can use ice cubes and the water in your hot water tank or pipes. If it is safe to go outside, you can also purify water from streams or rivers, rainwater, ponds and lakes, natural springs and snow by boiling (for 5 minutes), distilling or disinfecting. To purify water with bleach, use 10 drops of bleach per gallon of water. Use only regular household liquid bleach that contains only 5.25% sodium hypochlorite.

After an emergency, especially after flooding, drinking water may not be available or safe to drink. Do not use water that may be contaminated to wash dishes, brush your teeth, wash and prepare food, make ice or make baby formula. The rule of thumb is to have one (1) gallon a day of drinking water for each person in your family. This does not include water to use for everything else, such as washing dishes or brushing your teeth. Also remember to include your pets in your planning, and store as much water as you can. If you have enough warning, you may want to fill containers with water before the disaster arrives.

## SAFE SOURCES OF WATER

- Melted ice cubes
- Water drained from pipes
  - To use water in the pipes, open the faucet located at the highest point in the building to let air into the plumbing. Then obtain water from the lowest faucet in the building.
- Water drained from the water heater
  - To use water in the hot water tank, be sure the electricity or gas is off, then open the drain at the bottom of the tank. Turn off the water intake valve at the tank and turn on the hot water faucet to start the water flow. Refill the tank before turning the gas or electricity back on. If the gas is turned off, a professional or utility worker will be needed to turn it back on.
- Liquids from canned goods

## UNSAFE SOURCES OF WATER

- Radiators
- Hot water boiler (home heating system)
- Swimming pools and spas (can be used for personal hygiene and cleaning)
- Local reservoirs, lakes and rivers (if not treated)
- Water from the toilet bowl or tank
- Water beds



## MANAGING & STORING WATER

- Store water in clean containers. You can also sanitize the inside of the container with bleach solution of one teaspoon of bleach in one cup of water. Shake this in the container and let sit for 30 minutes, then rinse with potable water. For more information about household water treatment, go to [https:// www.cdc.gov/healthywater/drinking/home-water-treatment/household\\_water\\_treatment.htm](https://www.cdc.gov/healthywater/drinking/home-water-treatment/household_water_treatment.htm)

## Food Safety:

During and right after an emergency, it will be important that you keep up your strength by eating at least one well-balanced meal each day. Take vitamin, mineral and/or protein supplements.

## SANITATION AND CLEANLINESS ARE IMPORTANT WHEN PREPARING FOOD

- Avoid leftovers or use them within four (4) days, only if they have been stored at or below 40°F.
- Candle warmers, chafing dishes, fondue pots or fireplaces can be used for cooking, as well as barbecue grills and propane stoves (outside use only for grills and propane stoves).
- Prepare only enough food for immediate use.
- Keep food preparation surfaces clean and avoid contact between raw and other foods.
- If you are treating water, use only canned prepared formula for infants; do not use powdered formula with treated water.
- Commercially canned food can be eaten without warming. If you do heat it in the can, remove the label, wash and disinfect the can, and open the can before heating.
- Keep hot food at or above 140°F and cold food at or below 40°F.
- Store food at least four (4) inches off the floor in a dark, dry, cool place that is sealed to prevent pest and vermin attraction.
- If refrigeration is not available, use perishable food as soon as possible. If the power is out, avoid opening the refrigerator or freezer as much as possible, or look for alternative storage space, such as coolers with ice.
- Discard food in contact with contaminated water or debris

# FOOD SAFETY BEFORE, DURING AND AFTER A POWER OUTAGE

Know how to keep food safe before during and after emergencies. Hurricanes, tornadoes, winter weather and other events may cause power outages. Follow these tips to help minimize food loss and reduce your risk of foodborne illness.

## BEFORE PLAN AHEAD (IF YOU CAN) ...

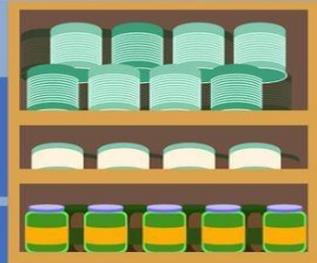


Put **appliance thermometers** in your refrigerator and freezer.

Keep **freezer 0°F** or below



**Group foods together** in the freezer to help food stay colder longer.



Store nonperishable foods on higher shelves to avoid flood water.

Freeze **containers of water and gel packs** to help keep food cold if the power goes out.

**Refrigerator 40°F** or below

Freeze refrigerated items such as leftovers, milk, and fresh meat and poultry that you do not need immediately.

If you think power will be out for an extended period of time, buy **dry or block ice** to keep the fridge or freezer cold.



## DURING WHILE THE POWER IS OUT ...

Keep the refrigerator and freezer doors closed to **maintain cold temperature.**



### IF DOORS STAY CLOSED ...

... a full freezer will hold its temperature for **48 HOURS** if half-full **24 HOURS**

... a fridge will keep food safe for **4 HOURS**

## AFTER ONCE THE POWER IS BACK ON ...

### WHEN IN DOUBT, THROW IT OUT!



**Check the temperature** inside of your refrigerator and freezer. If they're still at safe temperatures, your food should be fine.



Never taste food to **determine its safety!**

### WHAT CAN I KEEP?

The following foods are safe if held above 40 °F for more than 2 hours:

 Hard cheeses (Cheddar, Colby, Swiss, Parmesan, Provolone, Romano)	 Grated Parmesan, Romano, or combination (in can or jar)	 Butter or margarine	 Opened fruit juices	 Opened canned fruits	 Jelly, relish, taco sauce, mustard, ketchup, olives, pickles	 Worcestershire, soy, barbecue, and Hoisin sauces
 Peanut butter	 Opened vinegar-based dressings	 Bread, rolls, cakes, muffins, quick breads, tortillas	 Breakfast foods (waffles, pancakes, bagels)	 Fruit pies	 Fresh mushrooms, herbs, and spices	 Uncut raw vegetables and fruit

### WHAT SHOULD I THROW OUT?

 Meat, poultry or seafood products	 Soft cheeses and shredded cheeses	 Milk, cream, yogurt, and other dairy products
 Opened baby formula	 Eggs and egg products	
 Dough, cooked pasta	 Cooked or cut produce	

**REFREEZE FOOD THAT STILL CONTAINS ICE CRYSTALS OR IS AT 40°F OR BELOW.**

# AFTER A FLOOD

### FOLLOW THESE STEPS AFTER A FLOOD:

-  **DO NOT EAT** any food that may have touched flood water.
-  **DISCARD FOOD** not in waterproof containers; screw-caps, snap lids, pull tops, and crimped tops are not waterproof.
-  **DISCARD** cardboard juice/milk/baby formula boxes and home canned foods
-  **DISCARD** any damaged cans that have swelling, leakage, punctures, holes, fractures, extensive deep rusting, or crushing/denting severe enough to prevent normal stacking or opening.



**SANITIZE**  
1 tbsp. bleach + 1 gallon water

-  Pots, pans, dishes and utensils
-  Undamaged all-metal cans after removing labels



For more food safety tips, go to [FoodSafety.gov](http://FoodSafety.gov)

USDA IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER



- Locate a flashlight with batteries to use until power comes back on. Do not use candles (this can cause a fire)
- Turn off sensitive electric equipment such as computers, DVD players, and televisions
- Turn off major electric appliances that were on when the power went off. This will help to prevent power surges when electricity is restored
- Keep refrigerator and freezer doors closed as much as possible to keep cold in and heat out
- Do not use the stove to heat your home -- this can cause a fire or fatal gas leak
- Use extreme caution when driving. If traffic signals are out, treat each signal as a stop sign -- come to a complete stop at every intersection and look before you proceed
- Do not call 911 to ask about the power outage. Listen to the news radio stations for updates

## If you have pets:

If you are like the millions of animal owners nationwide, your pet is an important member of your household. During and after an emergency, the conditions that affect you will also affect your pets. What's good for you is usually what's best for your animals. Include your pets in your evacuation and shelter-in-place plans. If you have to evacuate try to take your pets with you.

- Assemble disaster supplies for your pet, including food, water, medication, records, litter box, can opener (if needed) and information with your pet's name and any behavior patterns or issues.
- Identify shelter options before an emergency. If an emergency shelter is opened, sometimes they will be able to accommodate pets with a co-located pet shelter. However, if such a shelter is not available, you need to know where you can take your pets. Talk to friends and family members and prepare a list of shelters, kennels or veterinarians who could shelter your pet during an emergency.
- Identify a trusted relative, friend or neighbor to care for your pet if you are away from home during an emergency, and show them where your pet's emergency kit is located.
- Familiarize your pets with being transported in a crate before an emergency.
- Keep your pet's vaccinations current, and keep the records in your "go kit." Most veterinarian and boarding facilities require proof of vaccinations to admit your pet.
- Make sure your pet has identification, or is micro-chipped.
- Take pictures of your pet, so you can show proof of ownership if you are separated during a disaster.

Create a survival kit for your pet. This should include:

- Food and Water (three (3) days for evacuation, and two (2) weeks for shelter-in-place); rotate this out with new food every two (2) months
- Bowls for food and water
- Manual can opener for canned food
- Pet and animal medications and veterinarian contact information
- Identification: photos, physical description, distinguishing traits, and other vital information
- Veterinary records, including proof of vaccinations
- Collar, leash or harness, and other equipment, such as a muzzle, as needed
- Carriers or crates for pets



- For exotics, such as reptiles, a pillowcase, warming device, and soaking dish
- For birds, a catch net, heavy towel, newspaper, and blanket or sheet to cover the cage
- Small animals: salt lick, water bottle, small “hide” box or cardboard tube inside cage
- Sanitary items, such as small garbage bag, paper towels, and spray disinfectant
- Ask your veterinarian for recommendations about pet first aid and plan accordingly

## SERVICE ANIMALS IN PUBLIC SHELTERS

The Americans with Disabilities Act (ADA) guarantees service animals, currently defined by the ADA as a dog\* that has been individually trained to do work or perform tasks for an individual with a disability, may remain with their owners in any public accommodation, such as a shelter set up during a disaster. The ADA does not ensure other aspects of caring for service animals during disasters. If you own a service animal, prepare to provide food and water during an emergency. You may also want to contact your veterinarian for any recommendations and to make an emergency plan for vet care.

The City of New Berlin has a memo of understanding with HAWS during emergencies that include domesticated animals (dogs/cats) if they are brought to shelter locations.

## WILDLIFE IN DISASTER

Disaster and life-threatening situations can exacerbate the unpredictable nature of wild animals. To protect yourself, learn how to deal with wildlife.

- Exercise extreme caution around wild animals.
- If wild animals are trapped or no natural food source is available, check with the Wisconsin Department of Natural Resources about safe ways to leave appropriate food for them.
- Some wild animals, like snakes, raccoons, and opossums have been known to seek refuge in the upper levels of homes or barns during a flood, and to remain there after the water recedes. If this happens, try to open an escape route and the animal will probably leave on its own.
- If you see an injured or stranded animal contact the Wisconsin Department of Natural Resources for help removing them.
- Vermin may also be a problem after disasters. Secure food supplies in animal-resistant containers.



# THUNDERSTORMS & LIGHTNING

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, wind, or a mountain.

## Thunderstorm facts:

- A thunderstorm is classified as severe if it produces hail at least  $\frac{3}{4}$  of an inch in diameter, has winds of 58 mph or higher, or produces a tornado.
- All thunderstorms contain lightning. The rapid heating and cooling of air near the lightning causes thunder.
- If you can hear thunder, you are close enough to the storm to be struck by lightning, even if it isn't raining where you are.

## Know the Terminology:

- **Severe Thunderstorm Watch:** Issued when conditions are favorable for the formation of severe thunderstorms.
- **Severe Thunderstorm Warning:** Issued when a severe thunderstorm has been sighted or indicated by weather radar.

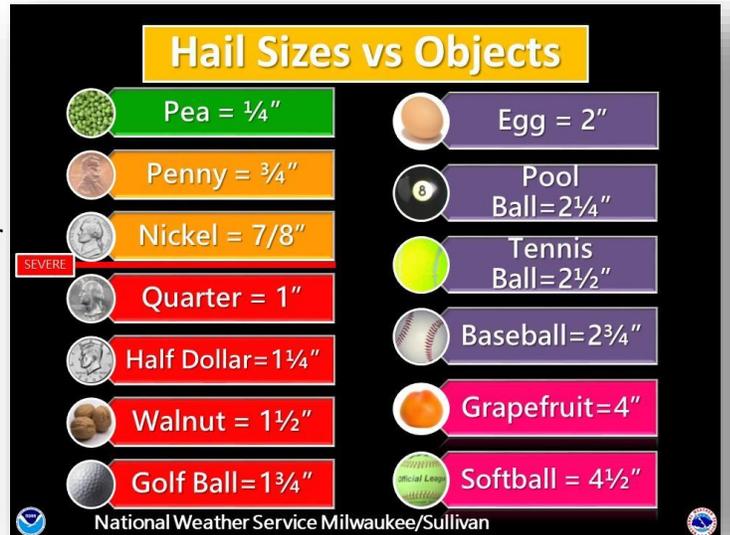
## Lightning facts:

- Lightning can strike five to ten miles away from the storm.
- There is no such thing as safe “dry lightning” or “heat lightning.” When you see lightning without hearing thunder, it is from a storm that is far enough away that the sound of thunder doesn't travel to your observation point.
- Lightning does strike in the same place twice. It could be a statistical fluke (eventually it will hit the same place again) or there could be something about a particular place that makes lightning more likely to strike there.
- A bolt of lightning reaches a temperature between 18,000 and 60,000 degrees Fahrenheit in less than a second, and contains between 100 million and one billion volts of electricity.
- Remember the 30/30 lightning safety rule: Go indoors if you cannot count to 30 between seeing lightning and hearing thunder. Stay indoors for 30 minutes after hearing the last clap of thunder.



## Hail facts:

- Hailstones of 1-2” diameter can fall at a rate of 80 miles per hour. Larger hail stones have been known to penetrate roofs, and can fall at 100 miles per hour – like a baseball thrown by a major league pitcher.
- Hail fatalities are rarer than lightning fatalities, but injuries and property damage from hail are quite common.
- Hail size is estimated by comparing it to a known object. Most hail storms are made up of a mix of sizes, and only the very largest hail stones pose serious risk to people caught in the open.
  - Pea = ¼” diameter
  - Marble/mothball = ½” diameter
  - Dime/Penny = ¾” diameter
  - Nickel = 7/8” diameter
  - Quarter = 1” diameter
  - Ping-Pong Ball = 1 ½” diameter
  - Golf Ball = 1 ¾” diameter
  - Tennis Ball = 2 ½” diameter
  - Baseball = 2 ¾” diameter
  - Tea cup = 3” diameter
  - Grapefruit = 4” diameter
  - Softball = 4 ½” diameter
- Hail quarter size or larger is considered severe



## BEFORE THE THUNDERSTORM

- Assemble a disaster supply kit and make a family communication plan.
- Secure outdoor objects, such as lawn furniture, and take light objects inside to avoid loss or damage.
- Remove dead or rotting trees and branches around your home that could fall and cause injury or damage.
- Secure windows and doors, and unplug electronic equipment before the storm arrives.

## DURING THE THUNDERSTORM

- Do not handle electrical equipment or corded telephones, as electricity from lightning can follow the wires.
- Avoid bathtubs, water faucets and sinks because metal pipes can transmit electricity.
- Consider turning off your central air conditioner, as an electrical surge through your home’s electrical system can cause serious damage to your air and heating systems. ” Stay away from windows and doors, and stay off porches.
- If you are in your car, stay in your car. The rubber from the tires doesn’t protect you from lightning, but the metal frame of the car does (don’t touch the metal frame).
- If you are outside, get to shelter as soon as possible and stay inside for the duration of the storm
- If lightning strikes someone near you, call 911 immediately. If the victim has stopped breathing, or if his or her heart has stopped, administer CPR. There is no danger in helping a person who has been struck by lightning - no electrical charge remains.

## AFTER THE THUNDERSTORM

- Call 911 to report life-threatening emergencies.
- Help people who may need assistance.
- Never drive through a flooded roadway, or walk through flood waters. Debris and washed-out roadways make flood waters dangerous.
- Stay away from downed power lines and report them to WE Energies.
- Notify friends and family of your condition.
- If the storm was severe, you may want to limit phone use or have limited service. You may be able to utilize text messages.
- Monitor local media for the latest information.
- Help people who may need assistance.

## DURING A HAILSTORM

- Move inside and stay inside. Inside a building, close blinds and drapes to prevent hail and broken glass from entering. Stay away from windows and move to a basement or interior room not directly below the roof.
- If you are on the road during a hailstorm, stay in your vehicle and slow down or stop, as roads may become slippery. Once you have pulled over safely, turn your back to windows or cover yourself with a blanket for protection from broken glass.

## AFTER A HAILSTORM

- Roof damage is the most common consequence of hailstorms. Following a storm, you should evaluate the condition of your roof to identify damage and prevent further deterioration.
- The Federal Alliance of Safe Homes has information about strengthening your home's roof decking and shingles against hail and other severe weather.



# TORNADOS

A tornado is a violent windstorm characterized by a twisting, funnel shaped cloud. It is spawned by a thunderstorm and produced when cool air overrides a layer of warm air, forcing the warm air to rise rapidly.

Wisconsin's tornado season generally runs from April through September. The greatest numbers of tornadoes have occurred in May, June, and July. Wisconsin averages more than 20 tornadoes per year, although in 2005, there were more than 60 tornadoes in our state.

The majority of tornadoes have struck during mid-afternoon or early evening (3 p.m. to 7 p.m.). However, tornadoes may strike at any time, potentially with little or no warning.

Tornadoes usually move from the southwest to the northeast; however, direction of travel may be erratic and change suddenly.

## Tornado facts:

- Tornadoes can occur at any time, and don't always travel in a specific direction.
- Tornadoes may appear nearly transparent until they pick up dust and debris.
- Injuries or deaths most often occur because of collapsed buildings, when people are hit by debris, and as people try to escape the storm.
- Mobile homes are particularly vulnerable to damage during a tornado, even if they have tie downs or anchors. If you are in a mobile home, go to a building with a strong foundation when a tornado watch issued.

## Know the terms:

- **Tornado Watch** is issued when the conditions are favorable for the formation of tornadoes
- **Tornado Warning** is issued when a tornado has been sighted or indicated by weather radar.

## WARNING & DANGER SIGNS

- A cloud of debris can mark the location of a tornado, even if a funnel is not visible.
- Before a tornado, the wind may die down and the air become very still.
- You may hear the sound of a loud roar, often described as the sound of a train, and you may see large hail

## BEFORE THE TORNADO

- Assemble a disaster supply kit and make a family communication plan.
- Assemble important things you will take with you in the event of early evacuation.
- Monitor local media regularly for weather updates.
- Pick places where you and your family can safely shelter if a tornado is headed your way – at work, at school, and at home. The safest places are a basement, or the most interior and lowest rooms in the building. Bathrooms and closets are also good places because of additional framing and plumbing for protection.
- Avoid exterior walls and windows.



## DURING THE TORNADO

If at home, go immediately to a windowless interior room, storm cellar, basement or lowest level of the building. Get under a piece of sturdy furniture and use your arms to protect your head and neck.

If at work, go to the basement or to an inside hallway at the lowest level possible. Avoid places with wide-span roofs, such as auditoriums, cafeterias or large spaces. Get under a piece of sturdy furniture and use your arms to protect your head and neck.

If outdoors, get inside a building or shelter, if possible. If shelter is not available or there is no time to get indoors, move away from trees and cars, and lie flat in a ditch or low-lying area. Use your arms to protect your head and neck.

If in a vehicle, never try to outrun a tornado. If there is no time to get indoors or into a ditch or low-lying area, pull over and park your car – NEVER under a bridge or overpass. Keep your seat belt fastened, but your head below the windows and cover it with your arms and a blanket, coat or other cushion, if possible



## AFTER THE TORNADO

- Check for injuries and provide first aid and CPR, if you are trained.
- Watch out for broken glass and fallen power lines, and do not enter damaged areas until you are told it is safe to do so. If you are in a damaged building when the tornado stops, carefully get out of the building.
- Use battery-powered lanterns or flashlights – NOT candles or any open flame, as combustibles may be present.
- Use extreme caution when entering any damaged building.
- Notify friends and family of your condition.
- You may want to limit phone use or have limited service. You may be able to utilize text messages.
- Monitor local media for the latest information.
- Help people who may need assistance.

# FLOODS

A flood is an overflow or deluge of water that causes or threatens loss of life, and damages property and the environment.

## Flood facts:

- Floods can be local, affecting a neighborhood or community, or they can be large, affecting entire river basins.
- Overland flooding occurs when water volume exceeds a defined river or stream.
- Flash floods often have a dangerous 10-20 foot or higher wall of roaring water, that can carry rocks, mud and debris. Moving water is extremely powerful and will sweep away almost anything in its path.
- Dam breaks produce effects similar to flash floods.
- Just 18-24 inches of moving water can carry away most vehicles, including SUVs, pickup trucks and even fire engines.
- Winter snow-pack with rapid spring warm-up temperatures, and rain-on-snow weather events are common causes of flooding.

## FLOOD DAMAGE

For information on flood insurance, visit: [www.floodsmart.gov](http://www.floodsmart.gov). You do not have to live in a flood zone to be eligible to purchase flood insurance, and renters, owners and business owners are able to purchase a policy. Insurance must be purchased at least 30 days before making a claim. Flood insurance is available only through FEMA! Your home owners insurance does not cover flooding!

- Floods and flash floods can happen during the spring, summer and fall. Flooding is generally associated with the seasonal monsoonal weather phenomena that occurs in Wisconsin during the summer months, but can occur any time there are high levels of precipitation, run-off and rapid snow melt.
- Be aware of flood hazards no matter where you live, but especially if you live in a low-lying area, near water or downstream from a dam.
- Residents should not rely solely on flood maps or designations (such as, 100-year flood zone) when deciding whether to evacuate during a flood. Actual conditions in an active incident should always be taken into consideration.

## Know the terms:

- **Flood Watch:** Flooding is possible.
- **Flash Flood Watch:** Flash flooding is possible; be prepared to move to higher ground quickly.
- **Flood Warning:** Flooding will occur soon, or is occurring; if advised to evacuate, do so immediately.
- **Flash Flood Warning:** A flash flood is occurring; seek higher ground immediately.

## BEFORE THE FLOOD

- Assemble a disaster supply kit and make a family communication plan.
- Assemble important things you will take with you in the event of evacuation.
- Avoid building in a flood-prone area unless you elevate and reinforce your home. Elevate the furnace, water heater, and electrical panel in your home.



- Install “check valves” in sewer traps to prevent floodwater from backing up in the drains of your home.
- Cap outdoor water and irrigation wells so that they do not become contaminated by flood water. For more information, visit:  
<https://www.cdc.gov/healthywater/emergency/drinking/private-drinking-wells.html>
- Construct barriers (levees, berms, flood walls) to stop floodwater from entering the building; but be aware of the unintended consequences of your structures if you have neighbors nearby.
- Seal walls in basements with waterproofing compounds to avoid seepage.
- Identify where “higher ground” is in the places where you spend time. It might be the second floor of the building you are in.
- If you think you will have difficulty moving quickly during a flood, evacuate to a safe place when a flood warning is issued.

## DURING THE FLOOD

- In a flash flood situation, go to high ground immediately. Do not wait for instructions to move.
- Secure your home. If you have time, move essential items to an upper floor and bring in outdoor furniture.
- Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.
- Do not walk through moving water. Six inches of moving water can make you fall. If you must, walk where it is not moving, and use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safely

## AFTER THE FLOOD

- Seek information from reliable local media sources to learn whether your community’s water supply is safe to drink.
- Avoid floodwaters; water may be contaminated, and may also be electrically charged from underground or downed power lines.
- Be aware of areas where floodwaters have receded. Roads may be weakened and could be unsafe.
- Return home only when authorities indicate it is safe to do so.
- Use extreme caution when entering buildings; there may be hidden damage.
- Damaged sewage systems are a serious health hazard. Service damaged septic tanks and plumbing as soon as possible.
- Clean and disinfect everything that got wet with a bleach solution. Mud left from floodwater can contain sewage and chemicals.
- Notify friends and family of your condition.
- If the storm was severe, you may want to limit phone use or have limited service. You may be able to utilize text messages.
- Monitor local media for the latest information.
- Help people who may need assistance.

# BE READY! FLOODS

## DURING

Unplug appliances to prevent electrical shock when power comes back on.

Do NOT drive or walk across flooded roads. Cars and people can be swept away.

Gather emergency supplies and follow local radio or TV updates.

WEATHER ALERT!

### RECOGNIZE FLOOD RISK



- Identify flood-prone or landslide-prone areas near you.
- Know your community's warning signals, evacuation routes, and emergency shelter locations.
- Know flood evacuation routes near you.

When power lines are down, water is in your home, or before you evacuate, **TURN OFF** gas, power, and water.

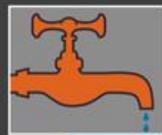
Tie down or bring outdoor items inside.

Throw away items that cannot be disinfected, like wall coverings, cloth, rugs, and drywall.

### PRACTICE SAFE HYGIENE



Wash hands with soap and water to help prevent germs.



Listen for information from your local officials on how to safely use water to drink, cook, or clean.

## AFTER

Use fans, air conditioning units, and dehumidifiers for drying.

For cleanup, wear rubber boots and plastic gloves.

Clean walls, hard floors, and other surfaces with soap and water. Use a mixture of 1 cup bleach and 1 gallon water to disinfect.

Caution! Flood water may contain trash.



For more information visit <http://emergency.cdc.gov/disasters/floods/>





## After a Storm Hits

- **Notify your insurance agent or insurance company right away** to begin the insurance claim process.
- **Make a list of damaged items** for your adjuster, including cracks in walls, damage to floors, and missing roof tiles.
  - If structural damage is likely, discuss this with your adjuster. In some cases, the adjuster may recommend hiring a licensed engineer or architect to inspect the property. You should also get the electrical system checked. Most insurance companies pay for such inspections.
- **Take photographs** of the damages for the insurance company.
- **Keep swatches** of damaged material, such as carpeting, curtains, and furniture.
- **Don't throw out any damaged property** without the claims adjuster's agreement. If local officials require you to dispose of damaged items for safety, photos and swatches will help.
- **Keep all receipts** that document the cost of the repairs or the replacement of damaged items.
- **TO AVOID SCAMS**, make sure to take your time. If you feel pressured to sign a contract quickly, take a step back and investigate. The Department of Agriculture, Trade and Consumer Protection offers tips to prevent problems, based on past consumer complaints: [datcp.wi.gov/Pages/Publications/HI-EmergencyHomeRepairTips.aspx](http://datcp.wi.gov/Pages/Publications/HI-EmergencyHomeRepairTips.aspx).
  - Make sure the contractor is licensed and check with the Better Business Bureau that there are no reports against them. You can also contact DATCP's Wisconsin's Consumer Protection Hotline at (800) 422-7128 or [DATCPHotline@wisconsin.gov](mailto:DATCPHotline@wisconsin.gov) to see if any complaints have been made against the business or contractor.
- Most homeowner's policies do not cover flooding or seepage through the foundation. A separate flood insurance policy sold through the National Flood Insurance Program is necessary for this coverage.
- Damages from sewer backup or sump pump overflow is not covered by standard homeowner's insurance or flood insurance. The purchase of a special endorsement for your homeowner's policy is required for this type of coverage.

### Contact the Office of the Commissioner of Insurance

For a specific complaint about your insurance, refer it first to the insurance company or agent involved. If you do not receive satisfactory answers, contact OCI.

- Call 1-800-236-8517, email [ocicomplaints@wisconsin.gov](mailto:ocicomplaints@wisconsin.gov) or visit [oci.wi.gov/complaints](http://oci.wi.gov/complaints).

### For more information or to file a complaint, visit our website or contact:

Office of the Commissioner of Insurance, 125 South Webster Street, P.O. Box 7873, Madison, WI 53707-7873  
p: 608-266-3585 | p: 1-800-236-8517 | f: 608-266-9935 | [ociinformation@wisconsin.gov](mailto:ociinformation@wisconsin.gov) | [oci.wi.gov](http://oci.wi.gov)

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# WINTER STORMS & EXTREME COLD

A severe winter storm is one that produces four or more inches of snow accumulation during a 12-hour period, or six or more inches during a 24-hour period. The amount of snow accumulation depends on the geographic location and conditions.

## Winter Storm Facts:

- All winter storms are accompanied by low temperatures and blowing snow, which can severely reduce visibility.
- A winter storm can range from moderate snow over a few hours to blizzard conditions with wind-driven snow that can last several days.
- Most deaths related to winter storms occur in traffic accidents on icy roads.
- Elderly people account for the largest percentage of hypothermia victims. Many freeze to death in their homes due to dangerously cold temperatures, or are asphyxiated because of improper use of fuels, such as charcoal briquettes, which produce carbon monoxide (CO).
- Weld County can experience sudden and extreme winter weather, including severe changes in temperature, heavy precipitation and high winds

## Know the terms:

- **Winter Storm Watch:** Indicates that severe winter weather may affect your area.
- **Winter Storm Warning:** Indicates that a winter storm is occurring, or will occur, in your area.
- **Winter Weather Advisory:** Indicates that wintry weather is expected; exercise caution.
- **Wind Chill:** Calculation of how cold it feels outside when the effects of temperature and wind speed are combined. Commonly called “feels like” temperature in the media and weather apps.
- **Blizzard Warning:** Sustained winds or frequent gusts to 35 mph or greater and considerable amount of falling or blowing snow are expected for a period of three (3) hours or longer.
- **Frost/Freeze Warning:** Below-freezing temperatures are expected. Heavy Snowfall: Snow accumulation of four (4) inches in a 12- hour period or six (6) inches in a 24-hour period. In forecasts, heavy snow is often expressed using a range or an “up to” number of inches.
- **Freezing Rain:** Rain that freezes when it hits the ground, creating a coating of ice on roads, walkways, trees and utility lines.
- **Ice Storm:** An ice storm is an occasion when damaging accumulations of ice are expected during freezing rain situations. Significant ice accumulations are ¼ inch or more

## FROSTBITE & HYPOTHERMIA

- Frostbite is a loss of feeling and a white or pale appearance in the extremities, such as fingers, toes, tip of the nose and earlobes.
- Hypothermia is a condition brought on when the body temperature drops to less than 90°F. Symptoms of hypothermia include uncontrollable shivering, slow speech, memory lapses, frequent stumbling, drowsiness, and exhaustion.
- If frostbite or hypothermia is suspected, begin warming the person slowly and seek immediate medical help. Warm the person’s trunk first. Use your own body heat to help. Arms and legs should be warmed last because stimulation of the limbs can drive cold blood



toward the heart and lead to heart failure. Put the victim in dry clothing and wrap his or her entire body in a blanket.

- Never give a frostbite or hypothermia victim caffeine or alcohol. Caffeine is a stimulant and alcohol is a depressant; consuming either can worsen the ill effects of cold temperatures on the body.

## WINTER DRIVING

- Keep an emergency kit in your vehicle, including blankets.
- Keep a windshield scraper and small broom for ice and snow removal.
- Install winter tires with plenty of tread (Colorado has a traction law); install chains as necessary.
- Maintain at least a half tank of gas at all times, especially during the winter season.
- Interstate and state highway travel and roadwork information is available at <https://511wi.gov>. You can also sign up for text or email alerts, and download the 511 Wisconsin Mobile app
- Tune to local radio stations for local travel conditions.



## BEFORE A WINTER STORM

- Assemble a disaster supply kit and make a family communication plan.
- Winterize your emergency kit. Include rock salt, sand, kitty litter, shovels, heating/cooking fuel, extra clothes and blankets.
- Insulate the walls and attic. Caulk and weather-strip doors and windows.
- Install storm windows or cover windows with plastic from the inside.
- Keep pipes from freezing: wrap pipes in insulation or layers of old newspapers; cover the newspapers with plastic to keep out moisture; let faucets drip a little to avoid freezing; know how to shut off water valves.
- Acquire safe emergency heating equipment.
- Install and check smoke alarms and CO detectors.

## DURING A WINTER STORM

If indoors:

- Stay indoors and dress warmly.
- Conserve fuel. Lower the thermostat to 65°F during the day and lower at night. Close off unused rooms.
- 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.
- Monitor local media for the latest updates.
- Stay dry and warm.

If outdoors:

- Dress warmly, wearing loose-fitting, layered, light-weight clothing, and try to stay dry. Wet clothing loses its insulating value quickly.
- If you go out to shovel snow, do a few stretching exercises to warm up your body beforehand, and be sure to stay hydrated. Avoid overexertion; cold weather puts an added



strain on the heart as your body tries to stay warm. Exercise you are unaccustomed to, such as shoveling snow or pushing a car, can contribute to a heart attack or make other medical conditions worse. Remember to take frequent breaks when performing strenuous activities.



- Cover your mouth to protect your lungs from extremely cold air.
- Be on the lookout for symptoms of frostbite, hypothermia or chest pain.

If in a vehicle:

- Stay in your vehicle. Do not leave the vehicle to search for help unless you can see a nearby building where you know you can take shelter.
- If you are in a remote area, stomp large block letters in an open area spelling out HELP or SOS and line it with rocks or tree limbs to attract the attention of rescue personnel who may be searching the area by air.
- Occasionally run the engine (for about 10 minutes each hour) to keep warm. Beware of carbon monoxide poisoning, keeping your exhaust pipe clear of snow, and slightly open a down-wind window for ventilation.
- Turn the dome light on at night so rescue crews can spot you.
- Do minor exercises to keep up circulation. Clap your hands and move your arms and legs occasionally. Try not to stay in one position for too long.
- Huddle together for warmth if you are traveling with others. Use newspapers, maps and even the removable car mats for added warmth.



## AFTER A WINTER STORM

- Notify friends and family of your condition.
- If the storm was severe, you may want to limit phone use or have limited service. You may be able to utilize text messages.
- Monitor local media for the latest information.
- Help people who may need assistance.

# HOME FIRES

## Fire Facts:

- Fire is the disaster that you and your family are most likely to encounter. Each year, more than 2,500 Americans die and more than 13,000 are injured in home fires.
- The heat from a fire can melt clothes and scorch the lungs in a single breath. At floor level, temperatures average about 90°F, but at eye level temperatures rise to 600°F.
- Fires usually occur between midnight and the early morning hours, when most people are sleeping.
- 84% of fires are accidental, such as those caused by poor electrical wiring or careless behavior.

## FIRE EXTINGUISHERS, SMOKE ALARMS & CARBON MONOXIDE (CO) DETECTORS



- Install A-B-C type fire extinguishers in your home and teach family members how to use them. Remember the acronym “PASS,” for Pull (the pin), Aim (at the base of the fire), Squeeze (the trigger on the extinguisher), and Sweep (the hose back and forth across the base of the fire).
- Smoke alarms should be installed on every level of your home, outside bedrooms on the ceiling or high on the wall, at the bottom of enclosed stairs, and near, but not in, the kitchen.
- CO detectors should be installed on every level of your home, on the lower portion of the wall.
- Smoke alarms and CO detectors should be tested and cleaned once a month and the batteries should be replaced once a year.
- Smoke alarms should be replaced every 10 years, and CO detectors should be replaced every 5-7 years. Inspect fire extinguishers annually and replace if expired or damaged.

## FLAMMABLE ITEMS

- Never use gasoline, kerosene or similar flammable liquids indoors. Store them in approved containers in well-ventilated storage areas.
- Discard all rags or materials that have been soaked in a flammable liquid. Discard them outdoors in a metal container.
- Safely dispose of permissible fireworks, such as fountains, ground spinners, sparklers, tube devices and trick noise makers, by making sure they are completely out and cool before placing them in a trash can.
- Do not use fireworks that are illegal in Colorado, which generally includes those that explode or leave the ground, such as firecrackers, rockets, roman candles, cherry bombs and mortars.
- In the City of New Berlin no fireworks may be displayed unless authorization is issued by the City Council. Fireworks are defined in NBMC 124-12 and include all items that are manufactured to explode, emit sparks or burn with the exception of the items list under



Wis Stat Sec 167-10 such as firearms cartridges, lanterns, lighters, candles, fuel, smoking materials, etc. The city limits pyrotechnic devices that can be used to only sparklers and caps.

## MATCHES & SMOKING

- Store matches and lighters in a locked cabinet, away from children.
- Never smoke in bed or when you are drowsy or medicated.
- Douse cigarette and cigar butts with water before throwing them out.

## HEATING SOURCES

- Check with your local fire department to see if it is legal to use kerosene heaters in your community. Use only fuels designated for your unit and follow the manufacturer's instructions.
- Fill kerosene heaters outside and make sure that they are cool before filling.
- Place heaters at least three (3) feet away from flammable materials. Make sure the floor and nearby walls are properly insulated.
- Never use your oven or barbecue grill to heat your home.
- Have heating equipment and chimneys cleaned and inspected every year by a qualified professional.
- Turn portable heaters off when leaving the room or going to bed.
- Make sure your wood-burning fireplace has a sturdy screen to stop sparks from flying into the room.
- Ashes should be cool before putting them in a metal container. Keep the container a safe distance away from your home.
- Keep anything that can burn at least three (3) feet away from wood-burning fireplaces.



## ELECTRICAL WIRING

- Inspect extension cords for frayed or exposed wires or loose plugs.
- Make sure outlets have cover plates and that no wires are exposed.
- Do not overload extension cords or outlets. If you need to plug in two or more appliances, get an Underwriters Laboratories-approved unit with a built-in circuit breaker.

## OTHER

- Sleep with your bedroom doors closed to reduce potential exposure to smoke and flames.
- Ask your local fire department to inspect your residence for fire safety.
- If you live in a multi-level home or residence, purchase a collapsible ladder and practice using it.
- If you live in an apartment building or multiple-unit structure, find out if your building has a sprinkler system, and ask the local fire department how you can best prepare for a structure fire.
- **BEFORE A FIRE**
- Develop and practice an escape plan with your family. Know two ways out of every room.
- Practice alerting other household members. Keep a bell or whistle and flashlight in each bedroom for this purpose.



- Practice evacuating blindfolded and crawling or staying as low to the ground as possible when escaping.
- Choose a safe meeting place outside the house.

### **DURING A FIRE**

- If your clothing catches fire, stop, drop, and roll until the fire is extinguished. Never run – this only makes the fire burn faster.
- If you can escape safely, bang on doors and yell “FIRE” on your way out.
- Crawl low under smoke to your nearest exit – heavy smoke and poisonous gases collect first along the ceiling.
- Once you are safely out, stay out. Call 9-1-1 from outside and do not go back inside.
- If you must escape through a closed door, check for heat before opening it, using the back of your hand to feel the top of the door, the doorknob and the crack between the door and door frame before you open it. If it is hot, do not open it. Escape through a window instead.
- If you cannot escape, hang a light- or bright-colored sheet or piece of clothing outside the window to alert firefighters of your presence. Teach children to throw a blanket or stuffed animal out their window.
- If you have a whistle, blow it when firefighters have arrived.

### **AFTER A FIRE**

- Check for injuries and provide first aid and CPR if you are trained to do so.
- Do not enter a fire-damaged structure unless authorities say it is safe to do so.
- Beware of structural damage; roofs and floors may have been weakened.
- If you have a safe or strong box, do not open it. It can hold intense heat for several hours. If you the door is opened before the box has cooled, the contents could burst into flames.
- If you need housing, food, clothing, medication or prescription glasses replacement, contact the American Red Cross at (800) 824-6615 or Waukesha County Department of Human Services at (262) 548-7212.



# WILD FIRES

## Wild Fire Facts:



- Wildfires usually start small and grow rapidly given the right combination of weather and fuel.
  - Most wildfires in the City of New Berlin are surface fires, and are usually called ground cover fires. They burn along the ground, and can move rapidly in grassy areas.
  - These fires are often human-caused by agricultural burns that get out of control, carelessly discarded cigarettes, or campfires.
- The best time to conduct an agricultural burn is in the morning, because the winds are usually calmer in the morning hours.

## BEFORE A WILDFIRE

- Assemble a disaster supply kit and make a family communication plan.
- Assemble important things you will take with you in the event of evacuation.
- Identify safety zones, where there is little to no vegetation, where you can go if you are unable to evacuate.
- Confine pets and animals to one area, and make a plan to care for your pets if you need to evacuate.
- Replace attic and soffit vents with smaller opening screens to keep burning embers from entering the home. Consider enclosing or screening areas below decks to keep burning embers from these areas.
- Keep household items on hand that can be used as fire tools, such as rakes, axes, hand or chain saws, buckets, ladders, and shovels. Pre-connect hoses to faucets.
- Wooden roofing is a common cause of home loss from a wildfire. Consider replacing wooden shingle roofs with fire-resistant materials.
- Create a defensible space around your home. Remove as many trees and shrubs as possible that are within 30 feet of the house. Keep grass mowed within 30 feet of the house and prune all dead branches from trees.
- Use non-flammable landscaping materials next to the house (river rock instead of mulch).
- Regularly clean roof, gutters and chimney.
- Stack firewood away from your home. Park your car in an open space facing the direction of escape, or back your car in to the garage. Know how to open your garage door if there is no power.
- Contact your local fire department and ask them to conduct a defensible space survey of your property.

## DURING A WILDFIRE

- Call 9-1-1 to report the fire; don't assume someone else has called. If time allows, close windows, vents, and doors. Shut off gas, or turn off propane at the tank.
- Open the fireplace damper and close the fireplace screen.
- Bring any patio furniture inside.
- If you are concerned about a wildfire in your area, leave and go to a safe place outside of the area. Do not wait to be told by officials to evacuate.
- Tune in to local media sources for more information.
- Do not attempt to drive a vehicle through the fire; heat and smoke will disorient you and may cause you to crash.
- If you cannot escape, stay indoors, away from flammable materials, moving side to side to find the coolest area. Keep your body, including your head, neck, and hands, covered with natural materials, such as cotton or wool, and drink plenty of water. If your home catches fire, evacuate to a safety zone.

## AFTER A WILDFIRE

- Follow the directions of local officials before reentering a burned area.
- Beware of falling trees, as fire may have burned out roots or weakened trunks.
- Check the roof immediately and extinguish any sparks or embers. Check the attic for hidden burning sparks.
- Continue checking areas around the home for smoke and sparks for several hours after the fire is extinguished.



## PUBLIC HEALTH EMERGENCIES



Any highly infectious disease could create a public health emergency. Highly infectious disease is different from seasonal influenza which is caused by known viruses for which vaccines exist. A highly infectious disease outbreak could be something like a new strain of influenza that hasn't circulated amongst people before, or it could be an entirely different disease that is not common in first world nations, such as Typhoid Fever or Tuberculosis.

The availability of vaccines, antibiotics, anti-viral or other medications during a health emergency will completely depend on what the disease is, and how it affects people. Local, state, and federal health agencies have developed plans and have resources to help, but the availability of these, at least at the beginning of a health crisis, is essentially unknown until it happens.

The usual preparedness actions will help you during a public health emergency, too. In addition to gathering emergency supplies and any routine medications you may need, you should:

- Stay informed about public health information on a regular basis. The Waukesha County Public Health Department is a reliable source of information. Visit their website at <https://www.waukeshacounty.gov/publichealth>
- Have nonprescription drugs and health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes and vitamins.
- Talk with your family members and loved ones about how each of you would be cared for if sick, and what will be needed to provide care in your home(s).

### TOP STOP THE SPREAD OF GERMS AND SICKNESS

- Avoid close contact with people who are sick, and keep your distance from others when you are sick.
- If possible, stay home from work, school, and running errands when you are sick.
- Cover your mouth and nose with a tissue when you sneeze. If you don't have a tissue, cough or sneeze in to your inner elbow, not your hand. Place used tissues in the wastebasket.
- Wash your hands often, and especially after you cough or sneeze. Wash with soap and water for at least 20 seconds, or clean with an alcohol-based hand wash. Be sure to clean hands, wrists, fingernails, and in between fingers. Dry with paper towels or a clean towel.
- Avoid touching your eyes, nose or mouth as germs are often spread when a person touches something that is contaminated with germs, and then touches his or her eyes, nose, or mouth.



- Practice other good health habits, such as getting plenty of sleep, managing stress, drinking adequate fluids, eating nutritious food, and staying physically active.
- Thoroughly clean and disinfect your home.
- To learn more, visit the Centers for Disease Control and Prevention website at: <https://www.cdc.gov/healthywater/emergency/cleaning-sanitizing/household-cleaning-sanitizing.html>



# HAZARDOUS MATERIALS INCIDENTS



Hazardous materials (hazmat) are materials that are flammable, corrosive, oxidizing, explosive, toxic, poisonous, etiological (causes a disease or condition), radioactive, nuclear or unduly magnetic, or any material that, because of its quantity, properties, or packaging, may endanger the impact human respiration.

## Hazmat Facts:

- Hazardous chemicals are used in industry, agriculture, medicine, research, and consumer goods.
- They are most often released as a result of transportation accidents or chemical accidents in facilities that manufacture, use, or store them.
- Facilities that manufacture, use, or store hazardous materials are required to report them to county Local Emergency Planning Committees (LEPCs) by the Emergency Planning and Community Right-to-Know Act (EPCRA). This act is also known as Sara Title III.
- For more information about EPCRA, visit [www.epa.gov/epcra/what-epcra](http://www.epa.gov/epcra/what-epcra).

## HAZMAT AT HOME

- Even though many facilities use hazardous materials, most victims of chemical accidents are injured at home.
- Remember the acronym L.I.E.S. when dealing with household chemicals:
  - **Limit** the amount of chemicals you store, and only buy the amount you need.
  - **Isolate** products in safe containers and enclosed areas away from heat sources and children.
  - **Eliminate** products you no longer need or that are nearly empty. For more information about the Waukesha County Household Hazardous Waste (HHW) sites visit: <https://www.waukeshacounty.gov/hazardouswaste>
  - **Separate** materials as indicated on the bottle; For example, never mix products with chlorine bleach with products that contain ammonia.
- Never use flammable products, such as hair spray, cleaning solution, paint products, and pesticides near an open flame, including pilot light, lit candle, fireplace, or wood-burning stove. Even if you can't see or smell them, vapor particles in the air could catch fire or explode.

## BEFORE A HAZMAT INCIDENT

- Assemble a disaster supply kit and make a family communication plan.
- Assemble important things you will take with you in the event of evacuation.
- Ask your Local Emergency Planning Committee (LEPC) about community plans for responding to hazardous materials incidents, and about the storage and usage of hazardous chemicals in your area.



- Be prepared to evacuate or shelter in place if asked to do so by authorities (see the Stay or Go section in this guide for more information).

## DURING A HAZMAT INCIDENT

- Monitor local media for information and instructions.
- If you witness or smell a hazardous materials incident, call 9-1-1.
- Upon notification of a hazardous materials release, listen to local media for further information and follow instructions of authorities carefully.
- If you are caught outside during an incident, stay uphill, upwind, and upstream. Try to stay at least a half mile way from the danger area.
- Seek shelter in a permanent building if you are in a vehicle. If you have to stay in your vehicle, close window and vents and shut of the air conditioner or heater.
- If asked to evacuate your home, do so immediately. If authorities indicate you have time, close all windows, shut vents, and turn off air conditioning or heating before you leave.
- When directed to shelter-in-place at work, or in a large building, set ventilation system to 100 percent recirculation so that no outside air is drawn into the building. If this isn't possible, shut down the ventilation system.
- When directed to shelter-in-place at home:



- Bring pets inside.
- Fill up (clean) tubs for an additional water supply and turn off the intake valve to the house.
- Close and lock all exterior doors and windows.
- Close vents, fireplace dampers, and as many interior doors as possible.
- Turn off air conditioners and ventilation systems.
- Find a room that is above ground and has the fewest openings to the outside. Take supplies with you, including radio, water, food, flashlights and materials to cover and stuff into cracks around doors and windows. Seal the room by covering each window, door and vent with plastic sheeting, if possible.

- Place wet towels, or otherwise seal cracks under doors and holes in the room, such as those around pipes or outlets.
- Take shallow breaths if gas or vapors could have entered the building, and breath through a cloth or towel.
- Avoid eating or drinking anything that may have been contaminated.

## AFTER A HAZMAT INCIDENT

- Only return home or leave your shelter room when local authorities say it is safe to do so.
- Open windows, vents and turn on fans to provide ventilation.

- A person or item that has been exposed to a hazardous chemical may be contaminated and could contaminate other people or items.
  - You should not try to care for victims of a hazmat accident until the substance has been identified and authorities indicate that it is safe to go near victims.
  - Once it is safe to do so, move the victims to fresh air and call for emergency medical care.
- Follow decontamination instructions from local authorities.
- Seek medical treatment for unusual symptoms as soon as possible.
- If medical help is not immediately available and you think you are contaminated, wash your hands first, then shower thoroughly. **NOTE: Pay attention to instructions from authorities; some chemicals are water reactive.**
- Place exposed clothing and shoes in tightly sealed containers. Do not allow contaminated items to come into contact with other materials. Call local authorities to find out how to properly dispose of items.
- Advise everyone who comes into contact with you that you may have been exposed to a toxic substance.
- Report any lingering vapors or other hazards to your local fire department.
- Monitor local media for updates.



# CYBER CRIME

Today, technology is an ever-increasing part of our lives. And while technology makes many things easier, it also comes with risks. You can protect yourself and loved ones from cyber threats by following these tips. For more suggestions, visit [stopthinkconnect.org](http://stopthinkconnect.org) and [staysafeonline.org](http://staysafeonline.org).

## KEEP A CLEAN MACHINE

- Keep operating system, anti-virus, and firewall software current by turning on automatic updates.
- Be sure all internet-connected devices (including phones and video game systems) are protected.
- Scan USB drives with your anti-virus software before opening files.
- Make regular backups of your data so you're protected in case your files get lost or stolen.

## PROTECT YOUR PERSONAL INFORMATION

- Use complex passwords that are at least eight characters long, use a mix of upper- and lower-case characters, and include numbers and symbols.
- Do not use the same password with multiple accounts or give out your password to anyone.
  - Make sure you set privacy and security settings on websites you visit to keep your personal information private.
- Be careful about asking websites to remember your password, especially on shared computers.
- Report stolen finances, identity theft, and other cybercrime at [ic3.gov](http://ic3.gov).

## BE WEB WISE

- If an e-mail, tweet, post, or ad seems questionable, don't click the link.
- Don't automatically connect to WiFi when it's available, and be cautious about entering personal information on websites when connected to public WiFi.
- When doing financial transactions online, make sure the website address starts with "https://", not http://.
- Beware of online communications that ask you to act immediately, that offer something that sounds too good to be true, or that ask for personal information.

## BE A GOOD ONLINE CITIZEN

- Your actions online affect others, so practicing good online habits benefits the global digital community.
- Talk with friends and family about ways to stay safe online, and share the latest information with one another.



# ACTIVE THREAT INCIDENTS

An active threat incident can occur anywhere at any time. They usually involve one or more individuals attempting to injure or kill others indiscriminately. These events are unpredictable and can evolve quickly. Whenever you enter a building, as an employee, customer, or guest, you should be prepared and know what you will do if faced with this situation. You may want to check with your local law enforcement agencies before using the techniques discussed here.

## ACTIVE THREAT RESPONSE

The response of potential victims can have a dramatic impact on how many people are injured or killed in an active threat event. A typical human response to a stressful event is to first deny that it is happening, then deliberate, and then finally, to take decisive action. By knowing this ahead of time, you can:

- Overcome Denial.
  - When an active threat event begins, it is usually with the sound of gunfire or a threatening change in your environment. Your brain will try to make this unusual thing sound normal, and you may convince yourself it was something else, like fireworks.
  - If it sounds like gunfire or an active threat, assume it is and take action.
- Consider your options quickly and choose the best course of action. Our automatic responses to stress are often described as fight, flight, or freeze. Freezing is not an option. There are two forms of flight (avoid and deny) and one form of fight (defend). You can remember this with the acronym ADD (Avoid, Deny, Defend). Similar strategies are known as “run, hide, fight” or “evacuate, hide out, take action.” Historically, many people have been killed in active threat incidents using a “play dead” or “hide and hope” strategy. We recommend Avoid, Deny, Defend because it describes the actions you take in an active (non-passive) manner that is more empowering for most people. You have the right to defend yourself!
- Take Action. Dial 911 Immediately!
  - Avoid
    - Get away from the threat. If you can do so safely, leave the area in which the problem is occurring to avoid the threat. Get far enough away so that the threat cannot harm you from inside the building. This may be a few blocks away.
    - Know your exit routes and practice thinking about it when you are not under stress.
  - Deny
    - If it is unsafe to leave, deny the threat access to your location. This is not the same as hiding. It is doing everything possible to prevent the threat from getting to your location.
    - Secure the door by locking it, using wedges, belts, ropes, or other items you can purchase for this purpose. Be aware of which way the door opens when applying these techniques.
    - Turn off the lights in the room, cover windows, and be quiet. The goal is to make the threat think no one is in the room.
    - Once you have achieved some initial safety, look for another way out, or look around for ways to defend yourself if the threat gets into the room. *f*



Pre-plan by looking at the rooms in your office, and request needed improvements.

- Defend
  - If you are unable to avoid the threat or prevent access to your location, you must defend yourself.
  - Position yourself near but not directly in front of the door. Usually, this is a few feet away from the door on the same wall as the door. Make the shooter enter before you are seen.
  - The person near the door should attempt to get control of any weapon as soon as the threat enters.
  - If there are multiple people in the room, the rest of the group should swarm the threat.
  - Do not fight fair; attack weak spots, such as the eyes or groin, and use whatever you have available to stop the threat.
  - Be aggressive and fully commit to your actions. Punch, kick, pull hair, bite, gouge, use improvised weapons, and do anything else necessary to stop the threat. This will be an extremely violent encounter. Depending on the situation, it may be very noisy and confusing. There is a possibility you will be injured. Keep fighting until the threat is stopped no matter how injured you are.
- About concealed handguns:
  - If you are a concealed handgun carrier and you find yourself in one of these situations, there are some special considerations.
    - Your gun is your last line of defense to be used when you were unable to avoid the threat or deny access to your location.
    - If there are other concealed handgun carriers in the attack location, they may shoot you if they don't know who you are.
    - The responders may be looking for someone with a gun, and you may match that description.
    - You don't want to be responsible for killing innocent people while trying to stop the threat.
    - Call 9-1-1 or have someone else call and give your location and description.
    - The use of lethal force against another person is permitted only if the person utilizing the force reasonably believes that force is necessary to protect one's self or a third person from imminent death or great bodily harm.

## WHEN THE POLICE ARRIVE

- Follow their instructions carefully, and comply immediately with any commands that you are given.
- Move slowly, or not at all.
- Show the palms of your open hands.
- Do not argue, and try to remain calm.
- Be prepared to lose access to the facility for anywhere from hours to days while the investigation is conducted.



## THE AFTERMATH

- You will experience psychological trauma, and may have symptoms such as disbelief, confusion, irritability, anxiety, guilt, sadness and numbness, to name a few. Seek out whatever help or services are offered. You may also experience post-traumatic stress disorder (PTSD) later.
- Encourage your organization or employer to have a critical incident stress response plan in place.



# PREPARING FOR A TERRORIST ATTACK

Since the attacks on September 11, 2001, terrorist threats to the United States have become more prevalent. Extremist groups and individuals are working to obtain chemical, biological, explosive, radiological, and nuclear weapons.

All emergencies start locally, and terrorism is no different. It is pertinent that all citizens recognize and understand potential threats and how to prepare for them. While it is impossible to predict how an incident will unfold there are simple things we can do to protect ourselves and our loved ones.

## CHEMICAL AND BIOLOGICAL ATTACKS

It is possible that the public can come into contact with a chemical and/or biological agent, either by accident or intentionally. The effect of chemical or biological agents will not always be immediately apparent, given the fact that many agents are colorless and odorless.

### INDICATORS

- Droplets of oily film on surfaces
- Dead or dying animals in the area
- Unexplained odors
- Symptoms of nausea, difficulty breathing, convulsions, disorientation
- Low-lying cloud formations or fog unrelated to the current weather, clouds of dust; or suspended, possibly colored, particles

### STEPS TO TAKE

- Move upwind from the source of the attack
- If evacuation isn't possible, move indoors and initiate Shelter-In-Place (Refer to page 18).
- Don a gas mask, or if none are available, cover your mouth and nose with a clean cloth that had been soaked in a solution of one cup water and one tablespoon of baking soda.
- Also cover bare skin and make sure that cuts and abrasions are covered.
- If exposed remove clothes and seal in a plastic bag, immediately wash off using copious amounts of warm soapy water or diluted 10:1 bleach solution.
- Always seek medical attention as quickly as possible after coming into contact with a chemical or biological agent.

Whenever a chemical or biological event occurs, stay tuned to your local radio or television stations for updates on the situation and preparedness and/or response guidelines

## EXPLOSIVE ATTACK

Explosive devices are the most common form of terrorist attacks; due to readily available information, and ease of detonation. Being aware of your surroundings is a practice that will assist in being vigilant when this type of incident happens.

### STEPS TO TAKE

- If you suspect an explosive device is going to go off, leave the area immediately.
- Call 9-1-1 when safe to do so, and share your concerns with the operator.
- Listen to local, state, and federal emergency notification systems (TV, radio, etc.) for instructions.



- If a device detonates, check yourself and those around you for any injuries, and if safe to do so, assist with those injuries.

## NUCLEAR AND RADIOLOGICAL ATTACKS

A nuclear attack is the use of a device that produces a nuclear explosion that produces an intense wave of heat, light, air pressure, and radiation. A radiological attack is the spreading of radiological material with intent to do harm, through a conventional explosive device. In the event of a nuclear or radiological attack, listen to local, state, or federal authorities for the proper instructions. Sheltering-in-place and evacuation are the primary actions taken when dealing with a nuclear or radiological attack. The three main concepts to protect yourself from exposure to radiation are time, distance, and shielding.

- **Time:** Decreasing the amount of time spent in the area of exposure.
- **Distance:** Increasing your distance from where the source of radiation is coming from.
- **Shielding:** Creating a barrier between yourself and the radiation source.

## STEPS TO TAKE

- Listen to local, state, and federal emergency notification systems (TV, radio, etc.) for instructions.
- Take action of emergency notification instruction which could include shelter-in-place or evacuation.
- Cover your mouth and nose with a damp cloth to avoid inhalation of radiological material.
- Remove contaminated clothing as soon as possible; place them in a sealed container.
- Gently wash skin to remove possible contamination.
- Ensure no ingestion through the mouth, for example: eating, drinking, smoking.



# 8 SIGNS OF TERRORISM

## #1 Surveillance

Someone recording or monitoring activities. This may include the use of cameras (either still or video), note taking, drawing diagrams, annotating on maps, or using binoculars or other vision-enhancing devices.

## #2 Elicitation

People or organizations attempting to gain information about law enforcement and/or military operations, capabilities, or people. Elicitation attempts may be made by mail, fax, telephone, or in person.

## #3 Tests of Security

Any attempts to measure reaction times to security breaches or to penetrate physical security barriers or procedures in order to assess strengths and weaknesses.

## #4 Acquiring Supplies

Purchasing or stealing explosives, weapons, ammunition, etc. Includes acquiring military uniforms, decals, flight manuals, passes or badges (or the equipment to manufacture such items), or any other controlled items.

## #5 Suspicious Persons Out of Place

People who do not seem to belong in the workplace, neighborhood, business establishment, or anywhere else. Includes suspicious border crossings and stowaways aboard ship or people jumping ship in port.



## #6 Dry Run/Trial Run

Putting people into position and moving them around according to their plan without actually committing the terrorist act. This is especially true when planning a kidnapping, but it can also pertain to bombings. An element of this activity could also include mapping out routes and determining the timing of traffic lights and flow.

## #7 Deploying Assets

People and supplies getting into position to commit the act. This is a person's last chance to alert authorities before the terrorist act occurs.

## #8 Financing

Suspicious transactions involving large cash payments, deposits, or withdrawals are common signs of terrorist funding. Collections for donations, the solicitation for money and criminal activities are also warning signs

# IF YOU SEE SOMETHING, SAY SOMETHING



In July 2010, the Department of Homeland Security (DHS) launched a national "If You See Something, Say Something" public awareness campaign –a simple and effective program to raise public awareness of indicators of terrorism and violent crime, and to emphasize the importance of reporting suspicious activity to the proper state and local law enforcement authorities.

To augment the national “If You See Something, Say Something” campaign in Wisconsin, the Wisconsin Fusion Centers have instituted WiWATCH to provide a portal to educate the public and provide a means to report suspicious activity.

A critical element of the missions of the Wisconsin Fusion Centers is ensuring that the civil rights and civil liberties of persons are not diminished by our security efforts, activities, and programs. Consequently, the "WiWATCH" campaign respects civil rights and liberties by emphasizing behavior, rather than appearance, in identifying suspicious activity.



## WHAT IS SUSPICIOUS BEHAVIOR OR ACTIVITY?

<b>Eliciting information</b>	Questioning individuals at a level beyond mere curiosity about particular facets of a facility’s or building’s purpose, operations, security procedures, etc., that would arouse suspicion in a reasonable person.
<b>Testing of security</b>	Interactions with or challenges to installations, personnel, or systems that reveal physical personnel or cybersecurity capabilities.
<b>Recruiting</b>	Building operations teams and contacts, personnel data, banking data, or travel data.
<b>Photography</b>	Taking pictures or video of facilities, buildings, or infrastructure in a manner that would arouse suspicion in a reasonable person. Examples include taking pictures or video of infrequently used access points, personnel performing security functions (patrols, badge/vehicle checking), security-related equipment (perimeter fencing, security cameras), etc. All reporting on photography should be done within the totality of the circumstances.
<b>Observation / surveillance</b>	Demonstrating unusual interest in facilities, buildings, or infrastructure beyond mere casual or professional (e.g., engineers) interest such that a reasonable person would consider the activity suspicious. Examples include observation through binoculars, taking notes, attempting to measure distances, etc.



<b>Materials acquisition / storage</b>	Acquisition of unusual quantities of precursor materials, such as cell phones, pagers, fuel, and timers, such that a reasonable person would suspect possible criminal activity.
<b>Acquisition of expertise</b>	Attempts to obtain or conduct training in security concepts (military weapons or tactics) or other unusual capabilities that would arouse suspicion in a reasonable person.
<b>Weapons discovery</b>	Discovery of unusual amounts of weapons or explosives that would arouse suspicion in a reasonable person.
<b>Sector specific incident</b>	Actions associated with a characteristic of unique concern to specific sectors (such as the public health sector) with regard to their personnel, facilities, systems, or functions.
<b>Breach / attempted intrusion</b>	Unauthorized personnel attempting to enter or actually entering a restricted area or protected site. Impersonation of authorized personnel (e.g., police/security, janitor).
<b>Misrepresentation</b>	Presenting false or misusing insignia, documents, and/or identification to misrepresent one's affiliation to cover possible illicit activity.
<b>Theft / loss / diversion</b>	Stealing or diverting something associated with a facility/infrastructure (e.g., badges, uniforms, identification, emergency vehicles, technology, or documents [classified or unclassified] that are proprietary to the facility).
<b>Sabotage / tampering / vandalism</b>	Damaging, manipulating, or defacing part of a facility/infrastructure or protected site.
<b>Cyberattack</b>	Compromising or attempting to compromise or disrupt an organization's information technology infrastructure.
<b>Expressed or implied threat</b>	Communicating a spoken or written threat to damage or compromise a facility/infrastructure.
<b>Aviation activity</b>	Operation of an aircraft in a manner that reasonably may be interpreted as suspicious or posing a threat to people or property. May or may not be in violation of Federal Aviation Regulations.



# RECOVERING FROM A DISASTER/EMERGENCY

The recovery phase can be the most time consuming aspect of any disaster/emergency. Taking the proper steps before and after a disaster/emergency will allow for a quick and efficient recovery.

Your first concern following a disaster is your physical and mental well-being and that of your loved ones. Recovery from disaster is a gradual process, and will be different for everyone, depending on circumstances and the effects of the disaster on each individual. Immediately following a disaster, check for injuries and help those in need by administering first aid. Do not attempt to move seriously injured people unless they are in immediate danger of death or further injury where they are

## GENERAL GUIDELINES

- Stay tuned to your local radio or television broadcast for emergency information and instructions.
- Contact your insurance carrier as soon as possible to start the reimbursement process.
- Maintain a record with receipts of any expenditures you make after the disaster/emergency. These are important future insurance and income tax claims.
- Be aware of any utility hazards, and never try to connect/disconnect utilities yourself.
- Contact the American Red Cross (313) 833-8816 or the Salvation Army (888) 803-885 if in of need food, clothing or temporary housing.
- If you are returning home after an evacuation, be cautious of washed out roads, gas leaks, downed power lines, broken glass, and contaminated areas. Before entering your home, walk around the outside to check for loose power lines, gas leaks, and structural damage. If you have any doubts about safety, have your residence inspected prior to entering.
- If you have significant cleaning up to do, wear sturdy work boots and gloves. Wash your hands often and thoroughly with soap and clean water when working in and around debris.
- Inform local authorities if you observe health and safety issues, such as chemical spills, downed power lines, smoldering insulation, or dead animals.
- Be aware of the potential for exhaustion, pace yourself, and set priorities accordingly.
- One way to assist with that process is for all residents to have current and adequate property insurance. The following guidelines below will assist in the recovery process.



## ADJUSTING TO THE “NEW NORMAL”

Following a disaster, people frequently feel overwhelmed, disoriented, or unable to integrate all that has happened into a new routine. Fortunately, most people are resilient and will bounce back from tragedy over time. The more you can be prepared, both physical and emotionally, the more readily you will be able to recover. Here are some steps you can take to regain a sense of control and promote your emotional well-being:

- Give yourself time to adjust and allow yourself to mourn the losses you have experienced.
- Ask for support from people who care about you and who will listen and empathize with your situation. Social support is a key component to disaster recovery, especially if you can connect with those who’ve also survived the disaster.
- Talk about your experience and express what you are feeling in whatever ways are comfortable for you, such as keeping a diary, or joining a support group.
- Engage in healthy behaviors to enhance your ability to cope with stress. Remember to eat well and get as much rest as you can. Avoid the things that may hinder your ability to cope and keep moving forward.
- Establish or reestablish routines. This may be eating meals at regular times, getting back to work, going for a walk once a day, or making time for a hobby.
- Avoid making major life decisions, such as switching careers or jobs, or other important decisions. These tend to be highly stressful, and may be even harder to do when you’re recovering from a disaster

## WHEN SHOULD I SEEK PROFESSIONAL HELP?



If you notice persistent feelings of distress or hopelessness, or you feel like you are barely able to get through your daily responsibilities and activities, it may help to talk with a mental health professional. Check your local behavioral health resources, or search for a professional through the American Psychological Association at [www.apa.org](http://www.apa.org).

If you have any questions regarding safety practices, returning home after an event, or how to make preparations for an emergency, call City of New Berlin Emergency Management at (262) 785-9580. If you have any questions concerning the safety of your food and drinking water, contact the Waukesha County Public Health at (262) 896-8430.

## ABOUT 911

If you have a police, fire or medical emergency, dial 911. Answer the dispatcher's questions and follow instructions. Be ready to provide the location of the emergency and information about what is happening. Stay on the line. Do not hang up, even if you accidentally dial 911

### WAUKESHA COUNTY COMMUNICATIONS (WCC)

Dial 911 for emergencies

Non-emergency 262-446-5070 or <https://www.waukeshacounty.gov/communications>

### TEXT-TO-911

Waukesha County Communications supports Text-to-911 services. Text-to-911 offers an alternative way of contacting 911 in an emergency, intended to be used ONLY when calling isn't the safest form of communication, or is not an option. **REMEMBER: Call if You Can, Text if You Can't.**

How to use it:

- Enter 911 in the "to" field.
- Enter brief details of your situation.
- Push send. " Answer the dispatcher's questions.
- Provide your location (they won't automatically know where you are).

When to use it:

- If you are deaf or hard-of-hearing.
- If you are unable to speak into the phone
- If your safety will be compromised by speaking out loud.
- If your cell signal strength is low (often text messages can get through when a voice call cannot).

Where to use it:

- This service is available throughout Waukesha County if you have text messaging included on your phone plan and your provider has coverage.

Remember:

- Use simple language.
- DO NOT send pictures, videos, use emojis or abbreviations.
- Texting has limitations; it is not the most reliable way to communicate, especially in an emergency. Text messages can be delayed by your service provider, received out of order, and may not be available if you're roaming.
- If you are texting because of safety concerns, make sure your phone is on silent.



# PHONE NUMBERS

<b>EMERGENCY:</b>	
<b>EMERGENCIES DIAL.....</b>	<b>911</b>
<b>CITY OF NEW BERLIN:</b>	
Mayor's Office.....	262-797-2441
Department of Administrative Services.....	262-797-8610
Human Resources.....	262-797-2454
City Clerk/Community Relations.....	262-786-8610
Information Technology.....	262-797-2439
Finance Department.....	262-797-2448
Department of Public Works.....	262-780-4609
Facilities & Grounds.....	262-797-2471
Street's Division.....	262-780-4609
Municipal Court.....	262-780-8154
Emergency Management.....	262-785-9580
Fire Department (non-emergency).....	262-785-6120
Assessor's Office.....	262-797-2465
Department of Community Development/Inspection Services/Engineering Services/Planning Services/Water Resource Management.....	262-797-2445
Utility Department.....	262-786-7086
Library.....	262-785-4980
Recreation.....	262-797-2443
Police Department (non-emergency).....	262-782-6640
<b>RESOURCES:</b>	
Community-based health & human services information & resources.....	211
Information.....	411
Traveler Information.....	511
Diggers Hotline.....	811
Telecommunication Relay Service.....	711
American Red Cross.....	414-342-8680
Animal Poison Control via ASPCA.....	800-426-4435
Elmbrook Humane Society.....	262-782-9261
Humane Animal Welfare Society (HAWS).....	262-542-8851
Poison Control.....	800-222-1222
Salvation Army.....	262-547-7367
Waukesha County Communications.....	262-446-5070
Waukesha County Emergency Management.....	262-548-7580
Waukesha County Public Health.....	262-896-8430
Waukesha County Sheriff Department (non-emergency).....	262-548-7117
WE Energies Gas.....	800-261-5325
WE Energies Electricity.....	800-662-4797
Wildlife in Need.....	262-965-3090
Wisconsin Department of Natural Resources.....	888-936-7463
WIWatch.....	877-949-2824



# EMERGENCY PHONE CONTACTS

## CONTACT #1

Name: \_\_\_\_\_

City: \_\_\_\_\_

Phone(s) #: \_\_\_\_\_

## CONTACT #2

Name: \_\_\_\_\_

City: \_\_\_\_\_

Phone(s) #: \_\_\_\_\_

## CONTACT #3

Name: \_\_\_\_\_

City: \_\_\_\_\_

Phone(s) #: \_\_\_\_\_

## CONTACT #4

Name: \_\_\_\_\_

City: \_\_\_\_\_

Phone(s) #: \_\_\_\_\_

## REUNION LOCATIONS

Near your home: \_\_\_\_\_

Away you're your home, in case you cannot return: \_\_\_\_\_

Address: \_\_\_\_\_

Phone(s): \_\_\_\_\_

Route to try first: \_\_\_\_\_



-----Tear this page out, make multiple copies and use it as a resource every time a babysitter is at the house.-----

## **BABYSITTER VISITOR INFORMATION**

We often use babysitters. Whether they are people from our family or recruited from the community, they may not be familiar with our home emergency plans and contacts. When we entrust the care of our loved ones and homes with others, it is only appropriate for all concerned to know how to address emergencies when they occur.

The address of this home: \_\_\_\_\_

The phone number of this home: \_\_\_\_\_

## **EMERGENCY NUMBERS**

### **POLICE, FIRE OR AMBULANCE**

CALL 9-1-1

### **The parents are at this location:**

Address: \_\_\_\_\_

Phone(s) \_\_\_\_\_

They will return at approximately \_\_\_\_\_ a.m./p.m.

The Home Emergency Plan is located: \_\_\_\_\_

The Home Emergency Kit is located: \_\_\_\_\_

## **REMINDERS**

- Do not open the door for anyone until you confirm their identity, purpose and determine that they do not pose a threat
- Keep all doors and windows locked
- Know where children are playing at all times whether outside or inside
- Pay attention and respond accordingly to severe weather announcements

Important Notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Information gathered and used from the following agencies and open-source resources:

- FEMA: [Preparedness Community Home | Ready.gov \(fema.gov\)](#)
- Red Cross: [How to Prepare For Emergencies | Be Red Cross Ready | Red Cross](#)
- Ready Wisconsin: [Home | ReadyWisconsin](#)
- Ready.gov: [Make A Plan | Ready.gov](#)
- Waukesha County Emergency Management: [Waukesha County - Emergency Mgmt Home](#)
- State of Wisconsin Emergency Management: [Home | Wisconsin Emergency Management](#)
- U.S. Department of Health and Human Services: [ASPR | Homepage \(hhs.gov\)](#)
- Centers for Disease Control and Prevention: [Centers for Disease Control and Prevention \(cdc.gov\)](#)
- Waukesha County Communications: [Waukesha County - Communications](#)
- Wisconsin Department of Health Services: [Home | Wisconsin Department of Health Services](#)
- Milwaukee Health Department: [Emergency Preparedness and Response \(milwaukee.gov\)](#)
- WiWATCH Wisconsin Fusion Center: [WiWATCH \(milwaukee.gov\)](#)
- National Safety Council: [Emergency Preparedness Home - National Safety Council \(nsc.org\)](#)
- Habitat for Humanity: [Disaster preparedness: Family preparedness plan | Habitat for Humanity](#)
- National Weather Service: [Family Preparedness for Severe Weather Hazards](#)
- National Fire Protection Association: [Emergency preparedness \(nfpa.org\)](#)
- [ACEP - Family Disaster \(emergencyphysicians.org\)](#)
- [5ba4202c2b79d \(wa.gov\)](#)
- [Layout 1 \(navy.mil\)](#)
- [DOH Emergency Preparedness Guide-2017.indd](#)
- [COH-Disaster-Preparedness-Guide-2019.pdf \(houstontx.gov\)](#)
- [FEPH.indd \(sc.gov\)](#)





**HELP US, HELP YOU!**

**If you have any further questions, please contact the City of New Berlin Emergency Management at 262-785-9580.**

**For more information please visit the City of New Berlin Emergency Management Facebook page or visit [www.newberlinwi.gov](http://www.newberlinwi.gov)**

