



**Massachusetts Office on Disability**

# **EMERGENCY PREPAREDNESS**

***Learn  
Prepare  
Respond...***

***Go***

One Ashburton Place, Room 1305  
Boston, MA 02108  
(617)-727-7440 Voice & TTY  
(800)-322-2020 Voice & TTY

Web: [www.Mass.Gov/MOD](http://www.Mass.Gov/MOD)

 [Blog.mass.gov/mod](http://Blog.mass.gov/mod)

 [@MassDisability](https://twitter.com/MassDisability)





## **MOD’s Emergency Preparedness Training Supplemental Documents**

### **Contents**

MOD Overview of Services .....	1
Text to 9-1-1 .....	3
Disability Indicator Information and Form .....	4
“Show Me for Emergencies” Mobile Alert App .....	6
Ping4 Alerts Mobile App .....	7
The 9-1-1 Silent Call Procedure .....	8
Red Cross “Customizing Your Disaster Supplies” Checklist.....	10
FEMA’s “Vital Records” Flyer .....	11
Ready.Gov “Preparing Your Pets for Emergencies” Brochure .....	12
Mass 2-1-1 Brochure.....	14
Mass Options Brochure .....	15
REquipment Brochure.....	16
Training Take A-Ways .....	17

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## Self-Determination

**Client Assistance Program (CAP):** Operated under a federal grant and housed at MOD, CAP provides information and advocacy to people with disabilities who seek and receive vocational rehabilitation (VR) services from the Massachusetts Rehabilitation Commission and/or the Massachusetts Commission for the Blind, as well as independent living services from Independent Living (IL) Centers. CAP discusses how VR and IL services can best work for individuals, informs applicants and consumers about their rights and responsibilities under state and federal regulations, and assists individuals in receiving the VR and IL services they are eligible for through advocacy and appeal representation.

### Client Assistance Program (CAP)



Advocacy



Information & Referral



Help with VR-IL Appeals

**Additional Resources:** MOD serves as the state affiliate to the New England Americans with Disabilities Act (ADA) center. As one of 10 regional centers comprising the ADA National Network, the center provides information, guidance, and training on the ADA. Trainings are tailored to meet the needs of businesses, governments and individuals at local, regional and national levels.

### More Information:

**Community Access Monitoring Training:** [mass.gov/mod/cam](http://mass.gov/mod/cam)

**The Municipal ADA Improvement Grant Program:** [mass.gov/mod/adagrant](http://mass.gov/mod/adagrant)

**Commissions on Disability:** [mass.gov/mod/cod](http://mass.gov/mod/cod)

**Personal Emergency Preparedness Program:** [mass.gov/mod/prepare](http://mass.gov/mod/prepare)

**Client Assistance Program:**

[mass.gov/mod/cap](http://mass.gov/mod/cap)

**New England ADA Center:** [newenglandada.org](http://newenglandada.org)

## Massachusetts Office on Disability



One Ashburton Place, Room 1305

Boston, MA 02108

(617)-727-7440

(800)-322-2020

For TTY users call Mass Relay at 711 or

(800)-439-0183

For access to MOD's blogs, FAQ's and more information, visit our website and other social media platforms:



[www.mass.gov/mod](http://www.mass.gov/mod)



[www.twitter.com/MassDisability](https://twitter.com/MassDisability)



[www.blog.mass.gov/mod/](http://www.blog.mass.gov/mod/)



<https://bit.ly/2LJMUfZ>



*Promoting the rights of people with disabilities in the Commonwealth of Massachusetts since 1981*

Charles D. Baker, Governor  
Karyn E. Polito, Lt. Governor  
Mary Mahon McCauley,  
Executive Director

## MOD's Duties and Functions

**Massachusetts General Law Chapter 6, Sections 185-189:** Establishes the Massachusetts Office on Disability (MOD), and outlines our mission to, “bring about full and equal participation of people with disabilities in all aspects of life in a manner that fosters dignity and self-determination.” Along side our partners in state government, MOD works to ensure the Commonwealth is a place of equal opportunity and access.

**Executive Order 526:** This order further affirmed the Commonwealth's commitment to non-discrimination, diversity, and equal opportunity in state employment, programs, services, activities, and decisions. This order establishes that:

- MOD is responsible for advising, overseeing and coordinating compliance with federal and state laws protecting the rights of persons with disabilities.
- MOD shall serve as the Executive Branch's designated Americans with Disabilities (ADA) and Rehabilitation Act Coordinator, and provide information, training, and technical assistance.

**Member of the Massachusetts Architectural Access Board (MAAB):** Under MGL C.22 §13A, MOD serves as one of the nine members of the Board. The MAAB develops and enforces regulations (521 CMR) that are designed to make public buildings accessible, functional, and safe for persons with disabilities. As one of the board members, MOD assists with reviewing potential building code complaints, variance requests, provides advisory opinions, and assists the Board in ensuring compliance with 521 CMR.

## Civil Rights, Inclusion, Access

**Technical Guidance:** MOD advises the public on civil rights and obligations under various disability laws by offering guidance and technical assistance. MOD answers inquiries from the public and offers a wide range of trainings to employers, Massachusetts state agencies, municipal governments, businesses, places of higher education, and housing providers. MOD works to create and tailor trainings to address the specific needs of agencies and organizations.

Areas of civil rights and training include:

- Employment
- Activities of state/local government
- Places of public accommodation
- Higher education
- Reasonable accommodations in housing
- Architectural access



**Community Access Monitor (CAM) Training:** This two day classroom style training highlights architectural, communication, programmatic, and policy barriers that frequently prevent individuals from having the ability to fully participate in society. The goal of this training is to motivate individuals to encourage voluntary architectural compliance around the Commonwealth. This training teaches attendees how to survey a building for accessibility, allowing attendees to subsequently use the skills gained during the training to advocate for compliance with various rules, regulations, and laws.

## Community and Civic Life

**The Municipal Americans with Disabilities Act (ADA) Improvement Grant Program:** Funded through the Governor's Capital Investment Plan and administered by MOD, this grant provides communities with financial resources necessary to remove barriers and improve accessibility in municipal buildings and properties. Eligible applicants include any Massachusetts city or town.

This competitive grant program helps communities comply with requirements under Title II of the ADA and includes two types of grants.

**Planning Grants:** Used for creating or updating an ADA Title II Self-Evaluation and Transition Plan.

**Project Grants:** Used for the removal of architectural or communication barriers to programs, services and/or activities.

**Commissions on Disability (CODs):** Under MGL C.40 §8J, MOD serves as the lead technical advisor to the local CODs. CODs are established in cities and towns to promote full integration and participation of people with disabilities in community life. CODs serve as an advisor to their municipality on disability related matters and provide information and referral on issues that may include reducing architectural, procedural, attitudinal, and communication barriers.

**Personal Emergency Preparedness Program (PEPP):** Funded through a grant from the U.S. Department of Homeland Security, this program aims to educate people with disabilities on how to individually prepare for an emergency. Partnered with local emergency management teams and first responders, the PEPP provides resources, materials, and information about local emergency planning efforts, and addresses questions from the public regarding these efforts. Subsequently, this open dialogue facilitates constructive communication between community members and officials.

# Text-to-9-1-1 Is Available in the Commonwealth

On December 14, 2018, Text-to-9-1-1 was deployed across the Commonwealth. This is one of the most exciting changes for accessibility to emergency services in more than 20 years. When a citizen sends a text message to 9-1-1, it will be routed to an emergency call center based on the location information provided by the carrier. For this reason, when a citizen sends a Text-to-9-1-1, they should make every effort to text the town name, address or location that they are located in.

## What is Text-to-9-1-1?

Text-to-9-1-1 is the ability to send a text message to reach 9-1-1 emergency call takers from your mobile device.

## How Do I Reach Text-to-9-1-1?

When using a texting app on a device, type the numbers "911" into the "To" or "Recipient" field.

## What Information Should I Give Text-to-9-1-1?

You should make every effort to text the following:

- **what is happening (nature of the incident);**
- **location including the address/location and town name;**
- **any additional details about the location you can provide** such as landmarks, cross streets, nearby business names, apartment number, floor, room or suite numbers, or any details that may be helpful in locating you.

## When Should I Use Text-to-9-1-1?

Texting should only be used during an emergency when you are unable to make a voice call to 9-1-1. **Making a voice call is the most efficient way to get access to emergency services.**

Text-to-9-1-1 will be useful for citizens who are deaf, hard of hearing, or speech impaired. Text-to-9-1-1 eliminates the need to use ancillary Teletypewriter (TTY) equipment, or third party services to access 9-1-1.

## What Happens Next?

The 9-1-1 professional in the emergency call center will ask you many questions, will assist in sending first responders to the location you identify, and may provide instructions on things for you to do.

## Why Didn't My Text Go Through?

Messages sent to Text-to-9-1-1 may not be received. If you attempt to send a Text-to-9-1-1 where the service is not available, wireless carriers provide an automatic "bounce-back" message. Bounce-back messages are intended to minimize the risk that you mistakenly believe that your text was sent and received by an emergency call center. As part of the bounce-back message, you will be advised to contact emergency services by another means.

Text-to-9-1-1 is currently available throughout the Commonwealth. However, across the country, Text-to-9-1-1 may only be in certain locations. **Whenever possible, you should always make a voice call to 9-1-1 during an emergency.**

## Are There Any Text-to-9-1-1 Limitations I Should Know About?

Text-to-9-1-1 uses native texting technology called Short Message Service (SMS). Therefore, you must have a text or data plan on your mobile device to Text-to-9-1-1 and you should avoid sending:

- **multi-media such as pictures, videos and emoticons;**
- **a message to more than one person as a recipient;**
- **messages exceeding the 160 character limit, as the messages will be broken and may be delivered out of order.**

Text-to-9-1-1 rules do not apply to the following: third party texting applications (apps) on mobile devices that do not support texting to and from U.S. phone numbers, apps that only support texting with other app users, or texting through social media. This can include message services over WiFi networks, where a text or data plan is not required.





**DISABILITY INDICATOR FORM**  
Important Information and Instructions

You are required to complete this form if you want your police department, fire department, or other emergency agency to know about you when you call 9-1-1 in an emergency.

**\*PLEASE NOTE: IT IS IMPORTANT TO SUBMIT A NEW DISABILITY INDICATOR FORM UPON CHANGE OF SERVICE PROVIDER, TELEPHONE NUMBER, OR ADDRESS.\***

When your 9-1-1 call is answered at your local Public Safety Answering Point, the 9-1-1 system automatically displays your name, address and telephone number on the dispatcher's screen.

At your request, codes will be displayed on the dispatcher's screen that will identify the disability indicators that have been reported for you or someone living with you at your address. These codes will help the dispatcher at the 9-1-1 Public Safety Answering Point to communicate with the caller and provide useful information to your responding public safety agency.

The information is confidential and will **only** appear at the dispatcher's location when a 9-1-1 call originates from **your** address.

The information you provide for input to the 9-1-1 system will remain until you request a change or make a request to have it removed. **It is your responsibility to notify your 9-1-1 Municipal Coordinator when there is a change in the information described on this form.** When there is a change, complete another form and send it to your 9-1-1 Municipal Coordinator.

**If the disability indicator form is not completed properly, the information will not be entered into the 9-1-1 system.**

When filling out the form, be sure to:

- 1 Give your telephone number, name, and address
- 2 Check the box or boxes
- 3 Sign and date the form
- 4 Return the form to your 9-1-1 Municipal Coordinator for processing

Any questions should be referred to your 9-1-1 Municipal Coordinator at:

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

Telephone Number: \_\_\_\_\_

**9-1-1 MUNICIPAL COORDINATORS:**  
**RETAIN ORIGINAL FOR YOUR RECORDS** *All forms must be signed by both parties or it will be returned.*

**Email all disability indicator forms to [LDBSUPPORT@DDTI.NET](mailto:LDBSUPPORT@DDTI.NET)**

## 9-1-1 Disability Indicator Form-Individual Record

The filing of this document with your 9-1-1 Municipal Coordinator will alert public safety officials that an individual residing at your address communicates over the phone by a TTY and/or has a disability that may hinder evacuation or transport. This information is confidential and will **ONLY** appear at the dispatcher's location when a 9-1-1 call originates from **your** address.

**\*PLEASE NOTE: IT IS IMPORTANT TO SUBMIT A NEW DISABILITY INDICATOR FORM UPON CHANGE OF SERVICE PROVIDER AND ADDRESS.\***

Telephone Number: Area code (\_\_\_\_)\_\_\_\_\_ Voice  TTY

Telephone Service Provider \_\_\_\_\_

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

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

Town & Zip code: \_\_\_\_\_

Please check approved designations for inclusion in the 9-1-1 Database to assist public safety dispatchers in responding to an emergency at your address: **Any changes should be communicated to your 9-1-1 Municipal Coordinator promptly.**

**Check all that apply to indicate that someone at the address:**

- “LSS” Life Support System:** has equipment required to sustain their life.
- “MI” Mobility Impaired:** is bedridden, wheelchair user or has another mobility impairment.
- “B” Blind:** is legally blind.
- “DHH” Deaf or Hard of Hearing:** is deaf or hard of hearing.
- “TTY”:** communication via the phone may be by TTY.
- “SI” Speech Impaired:** has a speech impairment.
- “CI” Cognitively Impaired:** is cognitively impaired.
- PLEASE REMOVE any designation presently on file.**
- PLEASE CHANGE existing designators to those shown above.**

**NOTICE:** By initiating this document I understand that I am responsible for notifying my 9-1-1 Municipal Coordinator of any changes with regard to the status of the above disability indicator(s). I further agree, I will indemnify, defend and hold the State 911 Department, GDIT, my public safety dispatch location and municipality harmless from and against any claims, suits and proceedings (including attorney fees associated therewith) resulting from or arising out of the initial provision or updating of this information.

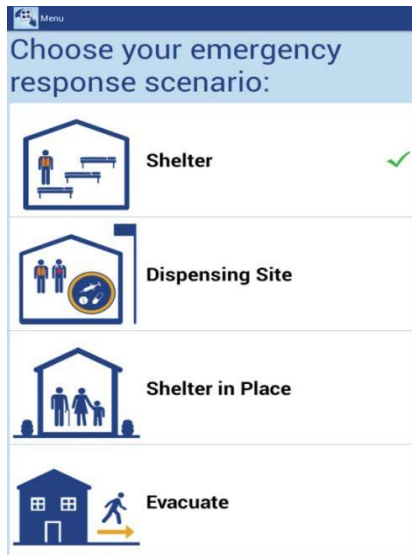
**I understand this information will remain as part of my 9-1-1 record until such time as I notify my 9-1-1 Municipal Coordinator to changing or delete the same.**

Signed : \_\_\_\_\_(Customer) DATE: \_\_\_\_\_

Signed: \_\_\_\_\_(Municipal Coordinator) DATE: \_\_\_\_\_



## Show Me for Emergencies Mobile App Now Available for Free Download!



The Office of Preparedness and Emergency Management (OPEM) is pleased to announce the release of the first Massachusetts Department of Public Health mobile application, **Show Me for Emergencies**, an innovative, interactive app that will enhance communication between public health and emergency management personnel and volunteers and individuals with communication challenges across a variety of emergency settings.

The app expands upon the work that was done on the 2012 booklet, **Show Me: A Communication Tool for Emergency Shelters**, to include not only emergency shelter settings, but emergency dispensing sites, shelter in place, and evacuation scenarios as well. Within each scenario there are options to communicate information such as an individual's preferred language, the type of emergency that's happening, personal and medical needs, animated instructions for actions like boiling water or gathering items, along with a multitude of other concepts.

**Show Me for Emergencies** is a free, downloadable mobile app available in both the iTunes and Google Play stores. One of the essential features of the app is that once it's downloaded to a user's device, the app does not need internet connectivity in order to access its content. The intended target audience for the app is public health personnel, first responders, and Medical Reserve Corps and other volunteers, but we encourage folks from all disciplines to check the app out to see if you might be able to make use of it in your daily operations. To read more about **Show Me**, please visit: [www.mass.gov/dph/showme](http://www.mass.gov/dph/showme).

You can download the app from the iTunes store at: <https://itunes.apple.com/in/app/show-me-for-emergencies/id840012297?mt=8>, and from the Google Play store at: <https://play.google.com/store/apps/details?id=gov.ma.dph.showme>.



# Ping4 Inc.

The system leverages the location-based services of today's smartphones and tablets to send multimedia alerts and messages to users based on their location and categories of information they opt in to receive.

## How It Works

Ping4alerts! is an emergency communications platform that allows public safety agencies to send high precision, location-based emergency alerts to people in their community.

### Custom Alerts

You have up to 32 characters for the title of your alert and up to 2,000 characters for the body.

### Location-Based Alerts

Each alert will include an alert area so the app user can see where the alert was sent, and where they're located within it.



### Social Sharing

App users can share the alert to their personal Facebook and Twitter, or through email and text.

### Two-Way Communication

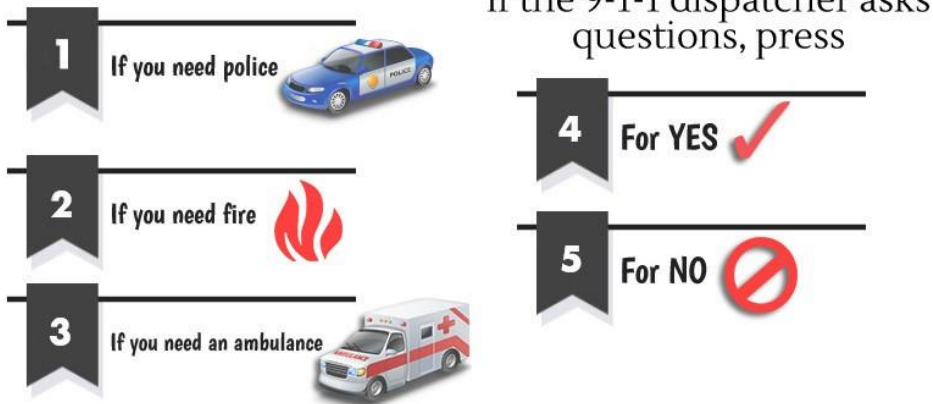
Each alert can give the app user the ability to anonymously respond to the alert with information or questions.

**Download for Free from the Google Play Store or the iTunes App Store**

# The Silent Call Procedure

If you need to call 9-1-1 and you are unable to speak for any reason, once the call is answered:

Press



## The Silent Call Procedure

The “Silent Call Procedure” is used when a caller is unable to verbally communicate their emergency over the phone. If a resident of Massachusetts calls 9-1-1 and is unable to speak for ANY reason (i.e. physical disability, domestic violence, home invasion, or medical condition) the need for help can still be communicated to a 9-1-1 dispatcher by using the **SILENT CALL PROCEDURE**. With the Silent Call Procedure, the caller indicates their need for help by pressing digits on their telephone keypad. The Silent Call Procedure can work from ANY touch tone telephone (land line/cell phone).

FIRST DIAL **9-1-1**

**Once the call is answered**, indicate your need by pressing the appropriate number on your telephone.

IF YOU NEED **POLICE**  
PRESS 1

IF YOU NEED **FIRE**  
PRESS 2

IF YOU NEED AN **AMBULANCE**  
PRESS 3

The 9-1-1 Dispatcher may ask questions that require yes or no answers.

PRESS 4 FOR **YES**

PRESS 5 FOR **NO**

Source:

MA State 911 Department and the Executive Office of Public Safety and Security. [www.mass.gov/e911](http://www.mass.gov/e911)

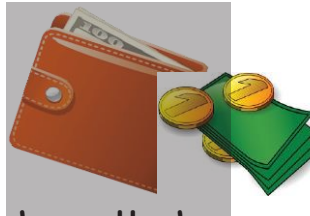
# Emergency Kit Checklist



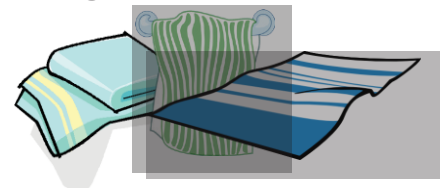
3 days of nonperishable / non-cook food  
water (1 gal. per day per person), medication



flashlight, battery operated radio, extra batteries



first aid kit, cash, cell phone and charger



ID cards, information: (Dr., meds, allergies), family / friends  
contacts, toothbrush / toothpaste, blanket and washcloth



clothes and baby or pet supplies if you need them

DISASTER PREPAREDNESS: The likelihood that you will recover from an emergency tomorrow often depends on the planning and preparation done today. This list may help you get through the first 3 days, after a disaster.

**It is a starting point, as individual needs vary depending upon circumstances.**

For additional information, visit: [www.Ready.gov](http://www.Ready.gov)

# Customizing Your Disaster Supplies Kit To Meet Your Needs

This kit is designed to be the basis for some of the supplies that may be needed when an emergency or disaster happens. While the materials included in this kit provide a good start, there is no standardized kit that can provide all supplies that individuals may need for all emergencies. Your kit should be customized based on your own personal needs and the environment that you live in. additional contents could include:

### Clothing and Bedding

- ┆ At least one complete change of clothing and footwear per person.
- ┆ Sturdy shoes or work boots.
- ┆ Rain Gear.
- ┆ Blankets or sleeping bags.
- ┆ Hat and gloves.
- ┆ Thermal underwear.

### Tools and Supplies

- ┆ Flashlight and extra batteries
- ┆ Mess kit, or paper cups, plates and plastic utensils.
- ┆ Cash, traveler's checks, change.
- ┆ Non-electric can opener, utility knife.
- ┆ Tent.
- ┆ Pliers.
- ┆ Tape.
- ┆ Matches in waterproof container.
- ┆ Aluminum foil
- ┆ Paper, pencil
- ┆ Needles, thread
- ┆ Medicine Dropper
- ┆ Shut-off wrench, (to turn off household gas and water)
- ┆ Plastic Sheeting
- ┆ Map of area
- ┆ Battery operated radio and extra batteries
- ┆ Whistle
- ┆ Plastic storage container

### Sanitation

- ┆ Toilet paper, towelettes
- ┆ Soap, liquid detergent
- ┆ Feminine supplies
- △ Plastic garbage bags, ties
- △ Plastic bucket with tight lid
- △ Disinfectant
- △ Household chlorine bleach
- △ Hand sanitizer

### Water

- ┆ Store one gallon of water per person per day (two quarts for drinking, two quarts for food preparation/sanitation) **Note:** Hot environments and intense physical activity can dramatically increase the amount of water that a person needs to drink.

### Food

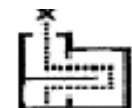
- ┆ Ready-to-eat canned meats, fruits and vegetables
- ┆ Canned juices, milk, soup (if powdered, store extra water)
- ┆ High energy foods – peanut butter, jelly, crackers, granola bars, trail mix
- ┆ Vitamins
- ┆ Comfort/stress foods – Cookies, hard candy, sweetened cereals, instant coffee, tea bags

### Special Items

- ┆ Medications (both prescribed and non-prescription) that you take, including pain relievers, stomach remedies, etc. (Ask your physician or pharmacist about storing prescription medications)
- ┆ Extra eyeglasses
- ┆ Important family documents (in a waterproof, portable container)
  - Will, insurance policies, contracts, deeds, stocks and bonds
  - Passports, social security cards, immunization records
  - Bank account numbers
  - Credit card account numbers and companies
  - Inventory of valuable household goods, important telephone numbers
  - Family records (birth, marriage, death certificates)
- △ Entertainment – games and books
- △ Supplies for persons with special needs, such as infant, elderly, or persons with disabilities
- △ Family or workplace disaster plan

Rethink your kit and individual needs at least once a year. Replace batteries, update clothes, etc.

For more information about disaster Preparedness please visit the American Red Cross website at: <http://www.redcross.org/services/disaster/beprepared>



MAKE A PLAN



BUILD A KIT



GET TRAINED



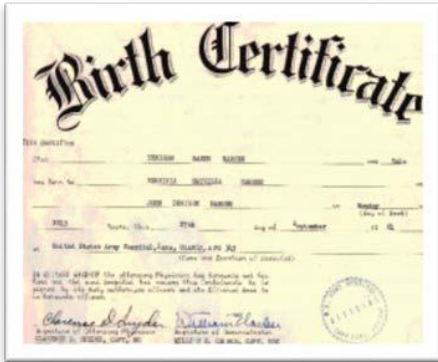
VOLUNTEER



GIVE BLOOD

# Vital Records

(Store copies in Ziploc bag)



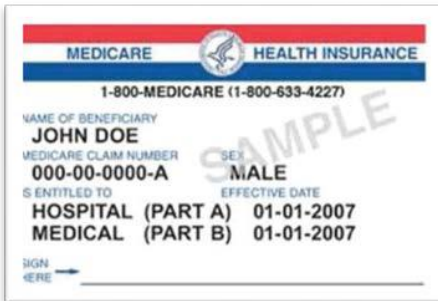
Birth Certificate



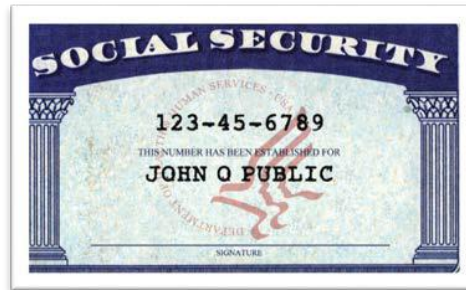
Family photo with Pets



Marriage Certificate



Medicare Card



Social Security Card



Identification Card



Guardianship/Conservatorship

**Keeping New England Prepared**  
 FEMA Region 1 National Preparedness Division  
[www.fema.gov/region-i-national-preparedness-0](http://www.fema.gov/region-i-national-preparedness-0)  
 Phone: 877-336-2734





# Preparing Your Pets for Emergencies Makes Sense. Get Ready Now.

## 1. Get a Kit of pet emergency supplies.

Just as you do with your family's emergency supply kit, think first about the basics for survival, particularly food and water.

- ✓ **Food:** Keep at least three days of food in an airtight, waterproof container.
- ✓ **Water:** Store at least three days of water specifically for your pets, in addition to water you need for yourself and your family.
- ✓ **Medicines and medical records:** Keep an extra supply of medicines your pet takes on a regular basis in a waterproof container.
- ✓ **First aid kit:** Talk to your veterinarian about what is most appropriate for your pet's emergency medical needs. Most kits should include cotton bandage rolls, bandage tape and scissors; antibiotic ointment; flea and tick prevention; latex gloves, isopropyl alcohol and saline solution. Include a pet first aid reference book.
- ✓ **Collar with ID tag, harness or leash:** Your pet should wear a collar with its rabies tag and identification at all times. Include a backup leash, collar and ID tag in your pet's emergency supply kit.
- ✓ **Important documents:** Place copies of your pet's registration information, adoption papers, vaccination documents and medical records in a clean plastic bag or waterproof container and also add them to your kit.
- ✓ **Crate or other pet carrier:** If you need to evacuate in an emergency situation take your pets and animals with you, provided that it is practical to do so.
- ✓ **Sanitation:** Include pet litter and litter box if appropriate, newspapers, paper towels, plastic trash bags and household chlorine bleach to provide for your pet's sanitation needs. You can use bleach as a disinfectant (dilute nine parts water to one part bleach), or in an emergency you can also use it to purify water. Use 8 drops of regular household liquid bleach per gallon of water, stir well and let it stand for 30 minutes before use. Do not use scented or color safe bleaches or those with added cleaners.
- ✓ **A picture of you and your pet together:** If you become separated from your pet during an emergency, a picture of you and your pet together will help you document ownership and allow others to assist you in identifying your pet. Include detailed information about species,
- ✓ **Familiar items:** Put favorite toys, treats or bedding in your kit. Familiar items can help reduce stress for your pet.

**Consider two kits.** In one, put everything your pets will need to stay where you are and make it on your own. The other should be a lightweight, smaller version you can take with you if you and your pets have to get away.

## 2. Make a Plan for what you will do in an emergency.

Plan in advance what you will do in an emergency. Be prepared to assess the situation. Use common sense and whatever you have on hand to take care of yourself and ensure your pet's safety during an emergency.

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For more information, visit [ready.gov](https://ready.gov) or call 1-800-BE-READY



# Preparing Your Pets for Emergencies Makes Sense. Get Ready Now.

**Evacuate.** Plan how you will assemble your pets and anticipate where you will go. If you must evacuate, take your pets with you, if practical. If you go to a public shelter, keep in mind your pets may not be allowed inside. Secure appropriate lodging in advance depending on the number and type of animals in your care. Consider family or friends outside your immediate area who would be willing to take in you and your pets in an emergency. Other options may include: a hotel or motel that takes pets or some sort of boarding facility, such as a kennel or veterinary hospital that is near an evacuation facility or your family's meeting place. Find out before an emergency happens if any of these facilities in your area might be viable options for you and your pets.

**Develop a buddy system.** Plan with neighbors, friends or relatives to make sure that someone is available to care for or evacuate your pets if you are unable to do so. Talk with your pet care buddy about your evacuation plans and show them where you keep your pet's emergency supply kit. Also designate specific locations, one in your immediate neighborhood and other farther away, where you will meet in an emergency.

**Talk to your pet's veterinarian about emergency planning.** Discuss the types of things you should include in your pet's emergency first aid kit. Get the names of vets or veterinary hospitals in other cities where you might need to seek temporary shelter. Also talk with your veterinarian about microchipping. If you and your pet are separated, this permanent implant for your pet and corresponding enrollment in a recovery database can help a veterinarian or shelter identify your animal. If your pet is microchipped, keeping your emergency contact information up to date and listed with a reliable recovery database is essential to you and your pet being reunited.

**Gather contact information for emergency animal treatment.** Make a list of contact information and addresses of area animal control agencies including the Humane Society or ASPCA and emergency veterinary hospitals. Keep one copy of these phone numbers with you, and one in your pet's emergency supply kit. Obtain "Pets Inside" stickers and place them on your doors or windows, including information on the number and types of pets in your home to alert firefighters and rescue workers. Consider putting a phone number on the sticker where you could be reached in an emergency. And, if time permits, remember to write the words "Evacuated with Pets" across the stickers, should you evacuate your home with your pets.

## 3. Be Prepared for what might happen.

Some of the things you can do to prepare for the unexpected, such as assembling an emergency supply kit for yourself, your family and your pets, is the same regardless of the type of emergency. However, it's important to say informed about what might happen and know what types of emergencies are likely to affect your region.

Be prepared to adapt this information to your personal circumstances and make every effort to follow instructions received from authorities on the scene. With these simple preparations, you can be ready for the unexpected. Those who take the time to prepare themselves and their pets will likely encounter less difficulty, stress and worry. Take the time now to get yourself and your pet ready.

Developed in partnership with:



AMERICAN  
KENNEL CLUB<sup>SM</sup>



For more information, visit [ready.gov](http://ready.gov) or call 1-800-BE-READY



## **Mass 2-1-1**

### **Need Help & Don't Know Where To Turn?**

Every day, someone somewhere in Massachusetts needs to find essential community services, an after school program, a food bank, or where to secure care for an aging parent. Many face these challenges, but don't always know where to turn for help. The Solution is to Dial 2-1-1.

Mass 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Always a confidential call, Mass 211 maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies.

Available 24 hours a day, 7 days a week, Mass 211 is an easy way to find or give help in your community.

Mass 211 responds immediately during times of crisis, to field calls regarding the crisis and to direct callers to services most appropriate for their needs. If you are unable to reach 2-1-1 due to your telephone or cell phone carrier, a toll-free number is available 1-877-211-MASS (6277); Hearing impaired callers can reach us using 508-370-4890 TTY

### **Relationship to the Massachusetts Emergency Management Agency (MEMA)**

Mass 211 partners with the (MEMA) and local offices of emergency management to provide citizens with critical information and non-emergency assistance before, during and after emergency or disaster events. The Mass 211 Emergency and Disaster Services Line relieves pressure on 9-1-1 and emergency response teams by providing contact center services for citizens needing critical non-emergency public information and referral.

Mass 211 also supports mass transportation services during severe weather or other events by acting as a backup contact center to existing mass transit public information services.

The Massachusetts Emergency Management Agency (MEMA) and the Council of Massachusetts United Ways (COMUW) have agreed to utilize Mass 2-1-1 as the Commonwealth's primary telephone information call center during times of emergency. The easy to remember 2-1-1 telephone number will be utilized as a resource for human service and public safety/disaster response and planning agencies. It was designed, in part, to reduce the number of non-emergency calls made to 9-1-1. This new partnership will offer citizens the opportunity for 'one-stop-shopping', with access to vital updated disaster information, numerous post-disaster programs, interpreter services, and call tracking of caller locations. Mass 2-1-1 will also have the ability to act as the registration site for spontaneous volunteers and donations from the public during an emergency or crisis.

INTRODUCING...



### What is MassOptions?

MassOptions is a free resource linking elders, individuals with disabilities, caregivers, and family members to services that help you or a loved one live independently in the setting of your choice.

We help individuals avoid the frustration of calling multiple agencies and navigating various networks.

### What does MassOptions do?

We provide information about and connections to community services and supports. By linking callers to such information, we work to empower individuals to make informed choices about care they may need or want. Trained specialists at MassOptions give individuals fast, personalized attention. All one needs to do is tell our trained specialists about themselves or what they might need to live independently. A caller can even stay on the line while we connect them with an appropriate community resource or organization.

### What types of services and supports might someone be able to access through MassOptions?

MassOptions can help individuals link to information about a broad range of services including:

- Caregiver Support Services
- Care Management Services
- Coordinated Care Programs
- Employment and Training Services
- Equipment and Supplies
- Financial Assistance Services
- Food and Nutrition Services
- Health and Therapeutic Services
- Housing
- Mental Health Services
- Substance Abuse Services
- Transportation Services
- Community Life Services
- Day Services
- In-Home Supports
- Personal Care Services
- Protective Services



DAY SERVICES



PERSONAL CARE SERVICES



HEALTH & THERAPEUTIC



EQUIPMENT & SUPPLIES



MENTAL HEALTH SERVICES



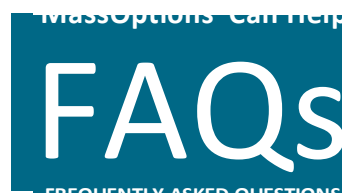
IN-HOME SUPPORTS

TOLL-FREE **1-844-422-6277** OR VISIT **MassOptions.org**

Connections to services for elders and individuals with disabilities - simplified.

**Right here when you don't know where to turn.**

Massachusetts Executive Office of Health and Human Services





#### About REquipment:

REquipment is an innovative durable medical equipment (DME) reuse program that gives a second life to un-needed medical equipment. REquipment accepts donations of good condition DME, repairs and cleans it, and reassigns it to people in need at no cost. REquipment provides free refurbished equipment to adults, children and seniors without the paperwork and delay. REquipment can be used short or long term and insurance is not needed. Pickup and delivery is available in the Greater Boston and Central MA areas.

REquipment is currently supported by a collaboration of public and private funding from the Massachusetts Rehabilitation Commission's (MRC) MassMATCH program, the Massachusetts Department of Developmental Disabilities (DDS), the Massachusetts Department of Public Health (DPH) as well as private grants. REquipment is a statewide program with partner locations in Canton, Worcester, Amherst and Pittsfield.

#### In Need of DME:

Search our inventory of available items to find what you need at [www.dmeREquipment.org](http://www.dmeREquipment.org):

- Manual Wheelchairs
- Shower Chairs
- Strollers and Standers
- Power Wheelchairs and Scooters
- Sling Lifts
- Rollator Walkers and More!

#### Donating Your DME:

REquipment accepts donations of gently used DME that is not older than 5-6 years. Learn more about donating at [dmerequipment.org](http://dmerequipment.org) or call toll-free 1-800-261-9841. Pick up is free in the Greater Boston/Central MA areas.

REquipment is managed by the REquipment DME and AT REUSE Program, Inc. thanks to funding from the Massachusetts Rehabilitation Commission's (MRC) MassMATCH Program.

Give new life to assistive technology and adaptive equipment.

GetATstuff.com is the web site of the Assistive Technology Exchange in New England and New York. Our goal is to put AT equipment that is not currently being used into the hands of someone who can benefit from it. The exchange is a free "classified ad" type resource designed to help people find, buy, sell or give away used AT equipment.

**[www.dmeREquipment.org](http://www.dmeREquipment.org)**

[info@dmereuse.org](mailto:info@dmereuse.org)

[Facebook.com/dmerequipment](https://www.facebook.com/dmerequipment)





## TAKE A-WAYS

- ◆ Have a Plan
- ◆ Get Involved With Planning
- ◆ Make Sure Your Plan is Accessible for YOU
- ◆ Practice Your Plan
- ◆ Prepare for Yourself
- ◆ Plan for Those With Disabilities
- ◆ Plan for Pets & Service Animals
- ◆ Create a Personal Support Network
- ◆ Help Inform Others
- ◆ Check on Your Neighbors
- ◆ Build a Kit
- ◆ Have Emergency Documents
- ◆ Have List of Your Medications
- ◆ Have 1-2 Days of Medicine in Go-Kit
- ◆ Have Emergency Supply List
- ◆ Be Aware
- ◆ Call 911 (If Emergency)
- ◆ Sign Up For Emergency Alerts
- ◆ Connect With Your Emergency Management Director
- ◆ Know Your Area
- ◆ Know How to Evacuate at any place you stay
- ◆ Learn How to Shelter in Place
- ◆ File Of Life (Keep this Updated and make sure it is visible)

**Take Responsibility By  
Planning**