# Family Communication Plan

## Principles

### Principle 1: Prepare for the Most Likely Scenario

- Emergency Communication Often Framed Only in the Context of a "Large" Disaster
  - Talk About with Your Family Your Particular Most Likely Scenario
- Personal Emergency
  - Accident
  - Stranded While Travelling
  - Medical Emergency
- Home Emergency
  - Power Outage
  - House Fire
- Neighborhood Emergency
  - Weather Event (Tornado/Flood)
  - Gas Leak
  - Hazardous Spill
  - Threat
- Regional Emergency
  - Everything In Neighborhood
  - Fire
  - Winter Storm

### Principle 2: Multiple Paths of Communication

- **COMMUNICATING FOR YOURSELF**
  - Program In Case of Emergency (ICE) numbers into cell phone.
  - Tape ICE Number to Back of Phone
  - Put ICE Number in Wallet
- **COMMUNICATING FOR SOMEONE ELSE**
  - Teach children how and when to call 911.
  - Smart911: (https://www.smart911.com/)
    - **Over 80%** of calls made to 9-1-1 come from mobile phones.
    - When you dial 911 from a cellphone, the process is similar to dialing from a landline, except that the call-taker computer display will show the location of the cell tower your phone is calling through.
    - Depending on the technology used by your phone, the call-taker may also be given latitude and longitude coordinates indicating the location of your phone.
    - Smart911 allows citizens to provide the additional details that 9-1-1 call takers may need in order to assist them during an emergency.
  - TEXT-TO-911:
    - Provides ability to Text to 911 instead of call
      - Receive & Reply Only, Call Center cannot initiate a text exchange
      - No Photo/Video
    - **CALL IF YOU CAN, TEXT IF YOU MUST**
      - Situation Where you can't talk
      - When Bandwidth Won't Support a Voice Call
    - How to text-to-911?
      - Enter then numbers 9-1-1 into the 'to' field.
      - Enter brief type and location of the emergency in text body.
- **COMMUNICATING DIRECTLY WITH OTHERS**

- - - o We do this every day, so those communication pathways already exist.
  - But that is exactly what breaks down during an emergency
  - o Designated Local Contact
    - Provide Phone/Text/Email to all family members.
    - Send pictures of your valuables and copies of all legal papers to this contact before a disaster occurs.
    - One of the best ways to prepare for an emergency is to network with your neighbors.
  - o Designated Outside of Area Contact
    - Phone/Text/Email.
    - Send pictures of your valuables and copies of all legal papers to this contact before a disaster occurs.
  - o Red Cross Safe and Well program (www.safeandwell.org)
- **MEETING PLACE:** Plan how household members will stay in contact if separated.
  - o **INDOOR**: If you live in an area where tornadoes, hurricanes, or other high-wind storms can happen, make sure everyone knows where to go for protection. This could be a small, interior, windowless room, such as a closet or bathroom on the lowest level of a sturdy building, or a tornado safe room or storm shelter
  - o **NEIGHBORHOOD**: This is a place in your neighborhood where your household members will meet if there is a fire or other emergency, and you need to leave your home. The meeting place could be a big tree, a mailbox at the end of the driveway, or a neighbor's house.
  - o **OUTSIDE OF YOUR NEIGHBORHOOD**: This is a place where your family will meet if a disaster happens when you're not at home and you can't get back to your home. This could be a library, community center, house of worship , or family friend's home.
  - o **OUTSIDE OF YOUR TOWN OR CITY**: Having an out-of-town meeting place can help you reunite if a disaster happens and:
    - You cannot get home or to your out-of-neighborhood meeting place; or
    - Your family is not together, and your community is instructed to evacuate the area.
    - This meeting place could be the home of a relative or family friend. Make sure everyone knows the address of the meeting place and discuss ways you would get there.

## Principle 3: Receive Up to Date News & Information
- Warning Sirens
  - o If you hear a siren during severe weather, you are within the path of the rotating storm.
  - o None in JeffCo?
  - o Closest to Us are At JFK High School and by Pirates Cove
- Wireless Emergency Alerts (WEA)
  - o Wireless Emergency Alerts (WEA) are emergency messages sent by authorized government alerting authorities through your mobile carrier. Government partners include local and state public safety agencies, FEMA, the FCC, the Department of Homeland Security, and the National Weather Service.
  - o WEA will look like a text message. The WEA message will typically show the type and time of the alert, any action you should take, and the agency issuing the alert.
  - o They are Based off the Location of your Phone
  - o If you travel into a threat area after an alert is first sent, your WEA-capable device will receive the message when you enter the area.
- Emergency Alert System (EAS)
  - o The Emergency Alert System (EAS) is a national public warning system that requires radio and TV broadcasters, cable TV, wireless cable systems, satellite and wireline operators to provide the President with capability to address the American people within 10 minutes during a national emergency.
- NOAA Weather Radio (NWR)
  - o Jefferson County SAME (Specific Area Message Encoding) Code 008059
  - o Jefferson County Frequencies: 162.500, 162.550, and 162.450 MHzs
  - o Denver 162.550
- Subscribe to Alert Services -
  - o CodeRED: (https://public.coderedweb.com/CNE/en-US/655AC5D55998)
    - Phone Messages

- - - Texts
    - Emails
  - CodeRED App
    - Unlike the database, the CodeRED app will give you notifications when you are in geographic proximity to a warning area. The app will detect your proximity and provide you the same warning given to those who live and work in that area.
  - Jeffco Twitter: (https://twitter.com/JeffcoColorado)
  - NextDoor: (https://nextdoor.com/)

# Details

## Collect
- Synthesize all your data into a single location (File, form, Contacts List in Phone…)
  - No App I could Find
- School/Work/Other Emergency Plans
  - Understand Emergency Plan & Response
  - Discuss details with your family members
  - Let your child know who might pick them up if an emergency occurs.

## Share
- Discuss In Family Council/FHE
- Family Emergency Communication Plan
  - Post in Home
  - Make Copies For Family Members
  - "Wallet" Cards
  - Share With Extended Family
- Enter household and emergency contact information into all household members' mobile phones or devices.
  - Have At Least 1 ICE Contact Both In Phone and in wallet/on Phone

## Practice
- Regularly have conversations with household members and friends about the plan, such as whom and how to text or call , and where to go.
- Review, update , and practice your Family Emergency Communication Plan at least once a year , or whenever any of your information changes.

## Other Thoughts
- Communicate as Little as Possible – Don't tie up overloaded resources
- There are also other communications systems to keep in touch with family during a disaster – Family Radio Service (FRS) and Amateur ("ham") Radio
- If you have call forwarding you can send calls from your house phone to your cell if you evacuate
- A household landline provides a secondary independent communication path.
- General Communication Method Reliability (Generally Increasing Order in Each Avenue)
  - Wireless
    - Internet Based social media
    - Phone Call
    - Email
    - Messaging App
    - Text
  - Non-Wireless
    - Being There
    - Cordless Phone
    - Land Line

# FAMILY EMERGENCY COMMUNICATION PLAN

## FAMILY MEMBER INFORMATION

| Name | Phone | Email | DoB |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

## RELATIVES INFORMATION

| Name | Phone | Address | Email |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

## EMERGENCY CONTACTS

| | Name | Phone | Address | Email |
|---|---|---|---|---|
| ICE | | | | |
| Local | | | | |
| Out-of-Town | | | | |

## EMERGENCY MEETING PLACES

| | Address | Instructions |
|---|---|---|
| Indoor | | |
| Neighborhood | | |
| Out-of-Neighborhood | | |
| Out-of-Town | | |

## EMERGENCY NUMBERS

| Who | Phone |
|---|---|
| Police | 911 |
| Fire | 911 |
| Poison Control | |
| Doctor: | |
| Doctor: | |
| Doctor: | |
| Dentist: | |
| Hospital: | |
| Pharmacy: | |

# FAMILY EMERGENCY COMMUNICATION PLAN

## SCHOOL, CHILDCARE AND WORKPLACE

| | Address | Phone | Website |
|---|---|---|---|
| Name: | | | |
| | Instructions: | | |
| Name: | | | |
| | Instructions: | | |
| Name: | | | |
| | Instructions: | | |
| Name: | | | |
| | Instructions: | | |
| Name: | | | |
| | Instructions: | | |
| Name: | | | |
| | Instructions: | | |
| Name: | | | |
| | Instructions: | | |

## INSURANCE INFORMATION

| What | Phone | Policy # |
|---|---|---|
| Medical: | | |
| Medical: | | |
| Dental: | | |
| Home: | | |
| Auto: | | |

## PET INFORMATION

| What | Address | Phone |
|---|---|---|
| Vet: | | |
| Kennel: | | |

## UTILITY NUMBERS

| What | Phone |
|---|---|
| Electric: | |
| Gas: | |
| Water: | |
| Sewer: | |
| Phone: | |
| Internet: | |
| Cable: | |

## OTHER IMPORTANT NUMBERS

| What | Phone |
|---|---|
| | |
| | |
| | |
| | |
| | |
| | |

# FAMILY EMERGENCY COMMUNICATION PLAN

## Family Contact Info — Home Phone:

| Name | Phone | Email |
|------|-------|-------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

### Meeting Places & Emergency Contacts

| Meeting Place | Location | Address |
|---------------|----------|---------|
| Neighborhood | | |
| Out-of-Neighborhood | | |
| Out-of-town | | |

| Contact | Person | Phone | Address |
|---------|--------|-------|---------|
| ICE | | | |
| Neighborhood | | | |
| Out-of-town | | | |
| Other Contact | Person | Phone | Address |

## Family Contact Info — Home Phone:

| Name | Phone | Email |
|------|-------|-------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

### Meeting Places & Emergency Contacts

| Meeting Place | Location | Address |
|---------------|----------|---------|
| Neighborhood | | |
| Out-of-Neighborhood | | |
| Out-of-town | | |

| Contact | Person | Phone | Address |
|---------|--------|-------|---------|
| ICE | | | |
| Neighborhood | | | |
| Out-of-town | | | |
| Other Contact | Person | Phone | Address |

## Family Contact Info — Home Phone:

| Name | Phone | Email |
|------|-------|-------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

### Meeting Places & Emergency Contacts

| Meeting Place | Location | Address |
|---------------|----------|---------|
| Neighborhood | | |
| Out-of-Neighborhood | | |
| Out-of-town | | |

| Contact | Person | Phone | Address |
|---------|--------|-------|---------|
| ICE | | | |
| Neighborhood | | | |
| Out-of-town | | | |
| Other Contact | Person | Phone | Address |

## Family Contact Info — Home Phone:

| Name | Phone | Email |
|------|-------|-------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

### Meeting Places & Emergency Contacts

| Meeting Place | Location | Address |
|---------------|----------|---------|
| Neighborhood | | |
| Out-of-Neighborhood | | |
| Out-of-town | | |

| Contact | Person | Phone | Address |
|---------|--------|-------|---------|
| ICE | | | |
| Neighborhood | | | |
| Out-of-town | | | |
| Other Contact | Person | Phone | Address |