



Emergency Preparedness Resource Guide

Helping you stay safe during a crisis – North Georgia EMC

There are many types of disasters, both man-made and natural. As in all life situations, planning and preparedness are critical to survival and recovery from disasters. One of the most comprehensive, helpful resources for disaster planning is a website maintained by the Federal Emergency Management Agency: www.ready.gov. Below is an extended list of helpful resources accessible through the internet along with information you and your family will need if or when disaster strikes. Keep or post this paper where you can easily find it.

Important Websites

- Ready – www.ready.gov
- American Red Cross – www.redcross.org
- Federal Emergency Management Agency – www.fema.gov
- Department of Homeland Security – www.dhs.gov
- Disaster Assistance – www.disasterassistance.gov
- U.S. Fire Administration – www.usfa.fema.gov
- Georgia Emergency Management Agency/Homeland Security – www.gema.state.ga.us
- Center for Disease Control and Prevention – www.cdc.gov
- North Georgia Electric Membership Corporation – www.ngemc.com



Important Numbers

North Georgia Electric Membership Corporation – www.ngemc.com

My NGEMC Account Number(s) _____

- Dalton 706.259.9441
- Calhoun 706.629.3160
- Fort Oglethorpe 706.866.2231
- Trion 706.734.7341

Northwest Georgia Red Cross – www.atlantaredcross.org

- Rome Office – 706.291.6648
- Gordon Office – 706.629.4510
- Dalton Office – 706-278-5144



Home Insurance Agent _____ Policy Number _____

Auto Insurance Agent _____ Policy Number _____

Health Insurance Agent _____ Policy Number _____

Water Utility Phone and Account Numbers _____

Gas Utility Phone and Account Numbers _____

Phone/Internet Provider _____

Extended Family Emergency Numbers _____

School(s) _____





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Develop a Disaster Plan for your family:

- Meet with your family and discuss why you need to prepare for disaster. Explain the dangers of fire, severe weather, and earthquakes to children. Plan to share responsibilities and work together as a team. Discuss the types of disasters that are most likely to happen. Explain what to do in each case.
- Pick two places to meet:
 1. Right outside your home in case of a sudden emergency, like a fire.
 2. Outside your neighborhood in case you can't return home. Everyone must know the address and phone number.
- Post important telephone numbers by phones.
- Teach children how and when to call 911 or your local Emergency Medical Services number for emergency help.
- Determine the best escape routes from your home. Find two ways out of each room.
- Find the safe spots in your home for each type of disaster.
- Show each family member how and when to turn off the water, gas, and electricity at the main switches.
- Check if you have adequate insurance coverage.
- Teach each family member how to use the fire extinguisher, and show them where it's kept.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Conduct a home hazard hunt.
- Stock emergency supplies and assemble a disaster supplies kit.
- Take a Red Cross first aid and CPR class.
- Test your smoke detectors monthly, and change the batteries at least once a year.
- Quiz your kids every six months so they remember what to do.
- Conduct fire and emergency evacuation drills.
- Replace stored water every three months and stored food every six months.
- Test and recharge your fire extinguisher(s) according to manufacturer's instructions.

Assemble a Family Emergency Kit:

Water – One gallon per day, per person (3-day supply for evacuation, 2-week supply for home)

Food – non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home)

Manual can opener

Area Phone Book

Flashlight

Battery-powered or hand-crank radio (NOAA Weather Radio if possible)

Extra batteries

Extra set of car keys and house keys

First Aid Kit

Medications (7-day supply) and necessary medical items

Multi-purpose tool

Cell phone with chargers

Extra cash

Emergency blankets

Sanitation and personal hygiene items

Family and emergency contact formation

Copies of personal documents





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Other Items to gather based on family needs or types of disaster common to your area:

Medical supplies (hearing aids with extra batteries, glasses, contact lenses and cleaner, syringes, cane, etc.) • Baby supplies • Games and activities for children • Pet supplies • Two-way-radios • Whistle • Rain gear • Towels • Respirator or Surgical Masks • Tools/supplies for securing your home • Extra clothing, hat, sturdy shoes • Plastic sheeting • Duct tape • Scissors • Household liquid bleach • Entertainment items • Blanket or sleeping bags • Maps of the area

Personal documentation to include in your kit:

Medication lists and pertinent medical information • Proof of address • Deed or lease to home • Passports • Birth certificates • Insurance policies

Preparing for Power Outages:

- To serve you more quickly during a power outage, North Georgia EMC needs the correct phone number for your home address. Please check your bill, and make sure we have your correct phone number. If the phone number listed is incorrect, please contact NGEMC. You can update your phone number by visiting our **Online Customer Service Center** at www.ngemc.com.
- Stay informed about the weather. Stay tuned to local radio or television stations for news and weather. Local weather reports can be found at www.weather.com. If you're warned about approaching violent storms that could cause power outages, turn the temperature in your refrigerator and freezer to the lowest setting, to provide maximum chilling before the power goes out.
- NOAA Weather radios are battery operated or electrically operated and a tone alert feature to alarm you and your family when a storm is approaching. Always keep your NOAA radio in a location where every family member can find it and locate it in the event of a storm. Be sure to have extra batteries on hand in case the storm is a lengthy one.
- If your freezer's not filled with food, fill jugs with water and place them in it to freeze. This will help food stay frozen longer during an outage and will also help your freezer run more efficiently.
- Make sure you have flashlights, fresh batteries, and a battery-operated radio handy, and fill containers and your bathtub with water.
- In case phone service is still available, make sure you have a corded phone, which does not rely on electricity for use.
- If you or a family member requires life-support equipment such as a respirator, make sure your utility knows about these needs, and have a backup source of power ready if the power does go out. Keep your backup generator in good condition and test it periodically.



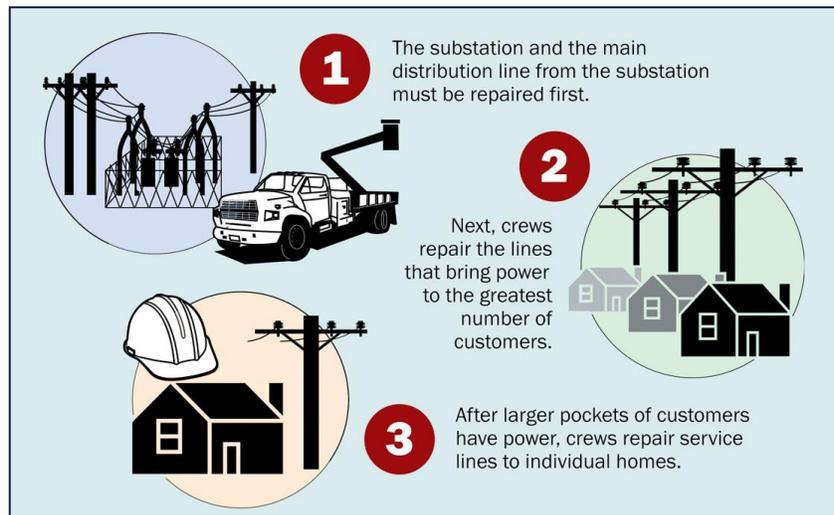


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Understanding the Power Restoration Process:

- Never touch downed power lines – Always assume downed lines are energized and report them to North Georgia EMC or emergency officials.
- Call North Georgia EMC to report your power outage, understanding that during widespread emergencies or outages, phone lines might be busy due to high call volume.



- Be prepared and patient – power outages are not restored in the order in which they are reported. Instead, power is restored using a systematic and geographical process. First, the substations and the main distribution lines from the substations must be repaired. Next, crews repair the lines that bring power to the greatest number of customers. Then, after larger pockets of customers have power, crews repair service lines to individual homes.

How to replace financial and personal documents:

- **Birth, marriage and death certificates:** Georgia Department of Community Health, Vital Records Division, 2600 Skyland Drive, Atlanta, GA 30319-3640, www.georgia.gov, 404-679-4702.
- **Marriage in another state:** National Center for Health Statistics, www.cdc.gov/nchs/howto/w2w/w2welcom.htm.
- **Social Security/Medicare Cards:** (Request Form SS-5) Local Social Security Office or Office of Public Inquiries, Social Security Administration, Windsor Park Building, 6401 Security Blvd., Baltimore, MD 21235, www.socialsecurity.gov, 800-772-1213, or <http://www.socialsecurity.gov/ssnumber/ss5.htm>.
- **Drivers license/permits:** Local office, www.georgia.gov.
- **Vehicle titles:** Georgia Department of Revenue, Motor Vehicle Division, motorvehicleinquiry@dor.ga.gov, www.georgia.gov, 404-968-3800.
- **Citizenship & naturalization papers:** (Request form N-565), US Citizen and Immigration Services, <http://www.uscis.gov/portal/site/uscis>, 800-375-5283.
- **Passports:** (Request form DS-64), local post office or U.S. Department of State, Passport Services, Consular Lost/Stolen Passport Section 1111 19th St., NW, Suite 500, Washington, DC 20036, http://travel.state.gov/passport/lost/us/us_848.html, 202-955-0430.
- **Credit cards:** American Express, 800-992-3404; Discover, 800-347-2683; MasterCard, contact issuing financial institution; Visa, contact issuing financial institution.
- **Insurance policies:** American Council of Life Insurance, 101 Constitutional Avenue NW, Ste. 700, Washington, DC 20001-2133, www.acli.com, 202-624-2000.

