

Disaster / Emergency Household Hazardous Waste Maintenance Be Prepared

Murphy's Law

The more prepared you are
...the less likely you'll need it



Presented by
Sharon Jackman, NAHP-e, FHC, SHCM, CPO
SIG Services, LLC
Copyright©2011 SIG Services, LLC

1

Your Own Story...



- What is the first thing you think about when you hear "Disaster Preparedness"
- What is the most common disaster in your area?
- Who has been through a disaster or emergency?
- Did it happen at work?
- What kind of disaster?
- How did you handle it?
- Did you conduct a post-disaster assessment?
- Any suggestions for the audience?

2

WHEN DOES DISASTER STRIKE

- When you least expect it - ANYTIME~ANYWHERE
- Disasters strike each year, either naturally or by human intervention such as...
- Hurricane Katrina – Mississippi, New Orleans
- 9-11 – New York City
- Bombing of the Federal Building in Oklahoma City
- Devastating Fires Southern California
- Northridge Earthquake in Southern California
- Mudslides
- Pandemic ... e.g. Swine Flu

3

9-11 Search & Rescue Animals



Disasters, Emergencies, Hazards

- Arson
- Bombs
- Blackouts
- Dam/Dike Failure
- Drought
- Earthquake
- Fire/Brush/Wildfire
- Floods
- Hazardous Material
- Heat
- Hurricane/Tropical Storm
- Landslide / Mudslide
- Nuclear Explosion
- Power Failure
- Riots
- Terrorism/Civil Disturbance
- Thunderstorm
- Tidal Waves
- Tornado
- Tsunami
- Volcano
- Winter / Ice Storm

5

Define Your Disaster...steps to take

Identify which emergency would be more likely to occur in your specific location

- ✓ Are you prone to Earthquake, Hurricane, Tornado, Fire, Flooding, Bomb Threats, Fallen Trees, Mudslides, etc.
- ✓ Are you located near a chemical factory or nuclear plant? This can pose a different kind of threat
- ✓ Are you on a flood plain
- ✓ Are you on a fault line
- ✓ Are you located in a high crime area

6

Wyoming Area Natural Disasters

- Earthquakes
 - 1959 Yellowstone Earthquake
- Tornadoes
 - Mid-May 2010
- Wild Fires
 - Kate's Basin Fire August 7 – 18, 2000

7

Property Managers be Prepared

What preparations can you do ahead of time to...

- Reduce injury or loss of life
- Reduce damage to property
- We can not prevent an emergency
- Any property is vulnerable...
 - Small or Large - Commercial or Residential
 - Old Construction & New Construction
- Do you have a professional AND a personal plan?
- Professional Disaster Training, always helpful
- Community newsletters to residents letting them know that there is a disaster plan in place is a good idea

8

Emergency Management

The lack of appropriate emergency management...

- May lead to financial, environmental, or human impact

Identify the emergency

- then follow appropriate predetermined procedures
- **Not being prepared** will affect everyone

9

Property Staff be Prepared

Ten things to do when dealing with a Disaster:

1. Take warnings seriously, if there are any
2. Along with management, give residents an emergency preparation plan
3. Secure your property
4. Own a generator and gas-powered chain saw
5. Be ready before the disaster strikes
6. Get any training available
7. Make sure to have the residents' emergency contact info
8. Keep residents' safety as a priority
9. Make sure to get technical updates
10. Stress teamwork

10

Examples of Disasters

Human-made Disasters

- Caused by human action, error or negligence
- Failure of a system or Tragic event
- Accident, Fire, Explosion, BBQs, Fireworks, Christmas Decorations

Technological Disasters

- Result of failure of technology such as...
- Engineering Failures, Transportation or Environmental Disasters, Airline Accidents, Bridge Collapse

Sociological Disasters

- may have strong human motive
- Criminal Acts, Riots, War, Gangs, Bombs, Arson

11

Residential Environmental Hazards

- Any situation posing a threat to the area
- Natural or Man-made
- Hazardous to health or safety of the resident
- Hazardous Wastes, Toxic Substances
 - Asbestos, Formaldehyde, Lead, Mold, Radon

12

Mold

- CDC states that “Mold is ever present”
- Key to Mold Control is moisture control
- Can create health problems for residents & create a legal liability for management
- Educate & involve resident in the fight to control mold
- Mold affects people in different ways
 - It may trigger an asthma attack or dermatitis but mold does not create these conditions

13

Mold

- Maintenance staff should have an operations & maintenance plan for mold & moisture control that can serve as a preventive procedure
 - This serves as a defense in case a resident tries to hold you liable for health problems or injuries caused by mold

14

Mold

- Not possible to completely prevent mold
- May find it in a very clean house or a surgical ward
- No clear-cut definition of “overexposure to mold”
- Impossible to know how much mold is too much
- “Mold is not treated the same as lead paint or asbestos”

15

Mold

- Currently, no standards or threshold limit values for airborne concentrations of mold or mold spores set by the federal government – and the reason is simple: human biology
- Mold affects people in different ways
- What might not affect one person could trigger an asthma attack or dermatitis for another
- EPA states that the key to mold control is moisture control

16

Mold

- Mold is more than just a nuisance
- Adopt house rules that set up residents' role in preventing mold problems giving them an avenue to keep mgt informed about mold-related concerns
- House rules serve as a potential defense in the event a resident tries to hold you liable for health problems or injuries caused by mold
- It can exacerbate health problems for residents like asthma but there is no evidence that it 'creates' these conditions

17

Mold – Action Items

- 1. Establish a maintenance plan that addresses mold**
 - Create a routine maintenance checklist
 - Train maintenance staff on how to detect and deal with mold
 - Procedures for mold remediation
- 2. Educate residents re: causes & ways to help combat mold**
- 3. Establish house rules re: residents' responsibility to help**

Find the source of the moisture & dry out the moisture-damaged areas

 - Bathrooms most vulnerable area...have warmth & high humidity
 - Use exhaust fans or open windows
- 4. Encourage residents to report possible mold-related conditions asap**
 - Handle maintenance requests promptly
 - Keep Incident logs
 - Resident follow-up letters and procedures

18

MOLD – Resident Responsibilities

- **Moisture Accumulation.** Resident shall remove any visible moisture accumulation in or on the Leased Premises, including on walls, windows, floors, ceilings, and bathroom fixtures; mop up spills and thoroughly dry affected area as soon as possible after occurrence; use exhaust fans in the kitchen and bathroom when necessary; and keep climate and moisture in the Leased Premises at reasonable levels.

19

MOLD - Resident Responsibilities

- **VENTILATION.** Resident shall arrange possessions to allow proper circulation of air throughout the unit and shall introduce fresh air as much as possible. Relative humidity should be maintained at levels below 60 percent to discourage mold growth.
- **APARTMENT CLEANLINESS.** Resident shall clean and dust the Leased Premises regularly, and shall keep the Leased Premises, particularly the kitchen and bathrooms, clean.

20

MOLD - Resident Responsibilities

- **NOTIFICATION OF MANAGEMENT.** Resident shall promptly notify management of:
 - A water leak, excessive moisture, or standing water inside the Leased Premises or in common area;
 - Mold growth in or on the Leased Premises that persists after Resident has tried several times to remove it with a household cleaning solution, such as Lysol or Pine-Sol disinfectants, TILEX Mildew Remover, or Clorox, or a combination of water and bleach;
 - A malfunction in any part of the heating, A/C or ventilation system.

21

Mold

The following are common sources of indoor moisture that may lead to mold problems:

- Flooding
- Leaky roofs
- Sprinkler spray hitting the house
- Plumbing leaks
- Overflow from sinks, showers, bathtubs, or sewers
- Damp basement or crawl space
- Steam from bathing, doing laundry, or cooking
- Humidifier use
- Wet clothes drying indoors or clothes dryers exhausting hot, humid air indoors

22

Mold

- Warping floors & discoloration of walls & ceilings can be indications of moisture problems.
- Condensation on windows or walls is also an important indication, but it can sometimes be caused by an indoor combustion problem.
- Have fuel-burning appliances routinely inspected by your local utility or a professional heating contractor.

23

Mold

Typical symptoms that mold-exposed persons report, alone or in combination, include:

- Breathing problems, such as wheezing, difficulty breathing, and shortness of breath
- Nose or sinus congestion (stuffy feeling, sinus headache)
- Eye irritation (burning, watery, or reddened eyes)
- Dry, hacking cough
- Nose or throat irritation (runny nose, sneezing, sore throat)
- Skin rashes or red, itchy skin
- Headaches, memory problems, mood swings, nosebleeds, body aches & pains, and fevers are occasionally reported in mold cases, but their cause is not understood

24

Hazardous Waste

- To determine whether a product is hazardous, ask yourself these questions:
- Is it poisonous when swallowed, touched, or inhaled?
- Does it catch fire easily?
- Is it corrosive? Can it eat through certain containers?
- Is it reactive? Could it explode if it is improperly stored, spilled, or mixed with other products?

25

Hazardous Waste

- If you answer yes to any the questions above, then the product is hazardous.
- Information about whether a product is hazardous usually can be found on the container label.
- The words "caustic," "flammable," "toxic," and "ignitable" mean that the product is hazardous.

26

Hazardous Waste

- Some products are hazardous on their own, but can become even more dangerous when they are mixed with other household products.
- For example, most people know that bleach is poisonous, but when it is mixed with ammonia-based cleaners it releases chlorine and hydrazine gases, both of which are extremely poisonous.

27

Hazardous Waste

- Hazardous products should be stored in a cool, dry, secure location.
- They should be stored in locked cupboards, locked drawers, or on a high shelf out of the reach of children and pets.
- To prevent hazardous products from spilling during an earthquake, shelves should be firmly secured to the wall and have a restraining bar along the side.

28

Hazardous Waste

- Store poisonous products apart from other products.
- Sort products into hazardous waste categories of poisonous, flammable, corrosive, and reactive and store them separately.
- For example, flammable products such as charcoal lighter and waste oil should be stored apart from corrosive products such as drain cleaner and acid batteries.
- It's important to store reactive products in a separate location.

29

Hazardous Waste

- Store bleach & ammonia-based cleaners in separate cupboards, so that if there is a spill the products won't get mixed and release poisonous gas.
- Store products in their original containers.
- Make sure labels can be read and won't come off the container.

30

Hazardous Waste

- Tightly seal containers & check them often to make sure they are not breaking down.
- If you notice a container is rusting or leaking, put it inside a larger container and label it clearly.

31

Hazardous Waste

- Best way to dispose of household hazardous waste is to take it to a community household hazardous waste collection center in your area.
- Never pour unused hazardous household products down the drain.
- It is illegal to pour used oil & paints on land, down drains, including the storm drains, or to burn them.
- Waste motor oil, oil filters, antifreeze & used batteries can be recycled.
- You should take them to a recycling center or a household hazardous waste collection center.

32

Residential Environmental Hazard

Maintenance Staff should be concerned with:

Household Hazardous Waste

- Disposal of products may pose a danger if not done properly
- Have a written policy for disposal of household hazardous waste
- Some residents have health issues which require the use of non-toxic but heavy duty cleansers
- Check Local & State regulations for private medical waste such as "sharps" (syringes) if applicable
- HD Supply – MSDS sheets re: storage & handling of hazardous materials

33

Household Hazardous Waste

- Cleaning products containing ammonia
- Chlorine bleach or cleaning products containing bleach
- Drain cleaners
- Carpet cleaning products
- Oven cleaners
- Metal polishes
- Garden supplies such as weed & insect killers, rat poison, fertilizer

34

Household Hazardous Waste

- Charcoal lighter fluid, kerosene
- Automotive supplies such as antifreeze, motor oil, gasoline, batteries, brake fluid
- Paint, varnish, paint removers, glues, waxes
- Electronic products such as cathode ray tubes, televisions, computers, cell phones
- Universal wastes such as fluorescent lights, small batteries & products containing mercury

35

General Planning
Hazardous Chemical Spills

Proper Housekeeping Includes:

- Maintenance of Equipment
- Surveillance and Detection of Leaks
- Containment of Spills by trained staff wearing Protective Clothing
- Proper Disposal
- *Contact state occupational safety agency to ensure full compliance of regulations

36

Earthquakes

- Be Prepared



37

Earthquakes

- Did you know?
- Doorways are no stronger than any other part of the structure
- During an earthquake, get under a sturdy piece of furniture and hold on
- This will provide some protection from falling objects that can injure you during an earthquake.

38

EARTHQUAKE HAZARD HUNT

- Walk through the property & identify potential hazards.
- Check the water heater. Is it securely fastened to the wall studs with a strap or plumber's tape?
- Identify top-heavy, free-standing furniture which could topple in an earthquake. Secure these items by installing appropriate anchoring materials.
- Identify heavy or breakable objects on high shelves or in cabinets. Securely fasten or move these objects to lower locations.

39

EARTHQUAKE HAZARD HUNT

- Identify electronic equipment & appliances. Secure these by using fasteners or provide a shelf.
- Identify hanging plants, especially those in heavy baskets, and hanging lights which are near windows. Move these to safer location or securely fasten them.
- Identify mirrors, heavily-framed pictures, etc. Relocate these or securely mount them.

40

EARTHQUAKE HAZARD HUNT

- ✓ Identify appliances which could move enough to rupture gas or electrical lines. Securely fasten these objects.
- ✓ Check all appliances & the water heater to make sure they are connected to the fuel source with flexible lines. Install flexible connectors on all gas appliances & the water heater.
- ✓ Identify latches on kitchen & bathroom cabinets which will not hold the door closed during heavy shaking. Install more secure latches or hooks.

41

EARTHQUAKE HAZARD HUNT

- ✓ Check your chimney & roof for loose tiles and bricks. Remove or replace them & strengthen the roof.
- ✓ Identify poisons, toxic or solvents in breakable containers which are located in high or dangerous locations.
- ✓ Move these containers to a safe, well-ventilated area. Keep them away from your water storage & out of the reach of children & pets.

42

General Emergencies

- Fires – Regional Fires, Flash Fires
- Earthquakes
- Tornadoes
- Floods – Result of Fires or Seasonal Downpours
- Mudslides – Result of devastating fires
- Torrential Rains – Happens every season
- Power Outage
- Chemical or Environmental Accidents

43

Emergencies at a Property

<ul style="list-style-type: none"> • Fire in a Building • Flooding • Fallen Trees • Gang Related Incidents • Drugs • Assault 	<ul style="list-style-type: none"> • Theft • Robbery • Vandalism • Hostage Situation • Elevator Malfunctions • Dumpster Fires
--	---

44

Resident Incidents or Emergencies

- Unit Fire
 - Upholstery Fires
 - Resident’s Clothing on fire
 - How to Handle Smoke in a Unit
- Unit Flooding
- Medical Crises
- Domestic Violence
- Illegal Activity or Crime

45

Fire Prevention - Common Areas

- Identify major fire hazards – open flames, electrical sparks
- Procedures to control accumulation of flammable & combustible waste materials
- Procedures for regular maintenance of safeguards installed on heat producing equipment
- Post no smoking signs in accordance with local ordinances
- Regularly inspect ALL smoke alarms & sprinklers in a consistent manner in common areas
- Consider installing fire extinguishers in common area of each bldg & *Fire Stop, Cook Top Fire Suppressor* in each residential unit

46

Fire Prevention - Residential Units

- Identify major fire hazards – open flames, candles, electrical sparks, clutter where doorway becomes blocked, holiday decorations, etc.
- Procedures for residents on how to discard flammable and combustible waste materials
- Check to ensure that stove is not being used for storage of flammable materials

47

Fire Prevention - Residential Units

- Procedures for regular inspection & maintenance of hot water heaters, HVAC, etc.
- Procedures to regularly inspect ALL smoke alarms & sprinklers inside each residential unit, in a consistent manner & create a written log of each inspection for MORs & Fire Marshall
- Procedures on how to deal w/ hoarders
- Consider installing a fire extinguisher in each unit

48

Floods - Mudslides - Torrential Rains

- Floods are the most common natural disaster occurring in all 50 states
- Prepare Property Before Flood Season:
 - Check gutters for standing water
 - Make sure roof & windows are leak-free
 - Check ground level doorways for gaps in seals
 - Clean out debris from drainage ditches
 - Know where to get sand bags if necessary

49

Floods - Mudslides - Torrential Rains

- During Flooding - Instruct Residents:
 - To fill containers with drinking water
 - Have medication ready to take if evacuated
 - Turn off all utilities and wait for instruction before turning back on major appliances
 - Move valuable papers & objects to higher elevation
 - Do not walk through flowing water
 - Do not drive through flooded areas
 - Stay away from power lines & electrical wires

50

Fallen Trees

- Check trees for conflicts with power lines
- Identify a tree service who will check trees for disease and keep trees trimmed
- Consider that any diseased tree may fall during a bad storm
- If you need to remove a tree, consider using the tree services' wood chipper to recycle for landscaping purposes

51

Damage to Property or Content

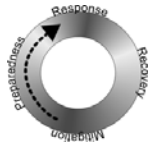
- Contents of a bldg ruined because of subsequent rains may not be covered by insurance since rain is “after the initial disaster”, so get a tarp over top of building
- ✓ Install temporary roof immediately (damage occurring after the disaster, due to inclement weather conditions will not be covered)
- Storm damage caused to trees, fences, roofs, & the power distribution system with power outages could be quite bothersome.

52

Process of Emergency Management

Involves 4 Phases:

- Mitigation
- Preparedness
- Response
- Recovery



53

Maintenance Staff Disaster/Emergency Procedure Plan

Property Info - Maintenance

- ✓ Know what type of property you have
- ✓ Current Emergency Contact #s for Management
- ✓ Current Blueprint of the Property (to identify emergency shutoffs, stairwells, roof access, mechanical rooms, equipment etc.
- ✓ Itemized Inventory
- ✓ Store duplicate copies off-site
- ✓ Make sure that you keep this information updated often.

54

Maintenance Staff
Disaster/Emergency Procedure Plan

Property Info Checklist in case CERTS need assistance
in evacuating residents

- ✓ Resident List - (follow FHEO guidelines)
 - ✓ Elderly / Disabled
 - ✓ Residents with Children
 - ✓ Residents with Pets
 - ✓ Residents with LEP
- ✓ Current Emergency Contact #s for Residents

55

Maintenance Staff
Disaster/Emergency Procedure Plan

Property Checklist:

- ✓ Current List of Suppliers & Phone #s
- ✓ Backup List of Suppliers, just in case
- ✓ Don't forget to keep all your information and lists updated
- ✓ Remember to Secure office, Maintenance & Equipment Room
- ✓ Common occurrence during an evacuation is theft & looting from outside sources

56

Maintenance "Honey Do" List

- Keep stairwells well lit and clear of debris
- Consider First Aid Training for Staff
- Check gutters, often, for needed repairs
- Remember that toilets may be operated manually – so fill a bathtub with water to use to flush toilet, if necessary
- Consider:
 - Alternative Communication such as: CB Radio / Two-way Radio (don't rely on phones, cell phones or pagers in a major disaster)
 - Alternative power source (generators, solar power)

57

State Lease - check it out

For example - Paragraph 7 of the California Lease Addendum states that:

- Residents have a duty to:
 - clean and ventilate their units to prevent mold & mildew
 - Keep their units clean including sinks, toilets, floors, etc

58

Maintenance Staff Needs To Be:

- Must be able to remain calm in stressful situations or during a crisis
- Able to work with minimum supervision
- Demonstrate good judgment
- Be able to work well with a diverse team
- Able to respond in a timely manner
- Understand and follow established guidelines

59

Emergency Management Team (EMT)

- ✓ Create an EMT who will be responsible for assisting the management office in securing the property and it's residents from harm
- ✓ Assign jobs to each Team Member
- ✓ Consider Cross-Training Staff
- ✓ Assign a team leader who is capable of managing and directing under pressure
- ✓ Schedule a training session so that all members of the team are clear on their specific responsibilities
- ✓ Create a *simple*, written set of procedures
 - ✓ If you have a building layout, include a copy in the written set of procedures
- ✓ If you are it, then make sure you know what to do, consider creating a checklist

60

EVACUATION PLAN



- Develop a “Buddy System” - list of volunteers
 - To assist elderly, disabled & LEP
 - Create telephone tree with residents so that each resident can call another resident
 - Some residents may not hear the radio or TV warnings or may not understand what to do or when
- Create a “24 hr” Resident Emergency Contact List - keep it updated
- Organize Evacuation Procedures
- Identify Location of Emergency Shelter if needed
- Identify Evacuation (2) Routes

61

Create an Alert System



- ✓ Create a series of notices to be posted for residents before disaster strikes, if you have a warning
 - Flood Watch Notice
 - Fire Warning Notice
 - Power Outages - Info for Residents
- ✓ Schedule a residents meeting to discuss disaster procedures & how to create emergency supply kits

62

Emergency Supply Kit / 3-5 Day Supply “Ready to Stay” / “Ready to Go” Kits

- | | |
|----------------------------------|---|
| ✓ LED Lanterns | ✓ Rope |
| ✓ Flashlights | ✓ Containers of Water |
| ✓ Batteries (replace every 6 mo) | ✓ Baby Supplies, Toys, Meds |
| ✓ Battery powered TV/Radio | ✓ Full Gas Tank for your vehicles |
| ✓ Candles/Matches | ✓ Brooms, Mops, Buckets, Shovels |
| ✓ Canned Food & Can Opener | ✓ Pet Food, Water, Meds, Toys, Pet Carrier, Picture - you & pet |
| ✓ Bags of Ice / Ice Chest | |
| ✓ Prescription Medicine | |

63

Emergency Supply Kit / 3-5 Day Supply
"Ready to Stay" / "Ready to Go" Kits

- ✓ Bleach for water cleaning, purification & disinfecting
- ✓ Basic First Aid Kit
- ✓ Basic Tool Kit
- ✓ Fire Extinguisher
- ✓ Compass
- ✓ Area Map
- ✓ Bullhorn/Megaphone
- ✓ Masking Tape
- ✓ Blankets / Pillows
- ✓ Bucket to Wash Hands
- ✓ Soap & Household Disinfectants
- ✓ Toilet Paper
- ✓ Towels & Wash Clothes
- ✓ Paper, Pens, Pencils
- ✓ Plastic Bags
- ✓ Whistle

64

Disaster/Emergency Procedure Plan

What Kind of Security Do You Have?

- Evaluate current security system
- On-site Security
- "Security for Hire" - Drive-by Security Patrols
- Electronic
- Community Watch
- Additional Lighting in Problem Areas
- Local Law Enforcement Residing at Site
- Some states require a direct phone link to the Fire Dept in case the property's fire alarm is activated

65

Disaster/Emergency Procedure Plan

Public Relations / News Media

- Be aware of who the spokesperson for your property will be
- No matter what the crisis, PR is very important to the property, so be careful what you say in public
- Residents will be watching what you say & how you act so stay calm & always appear to be in control

66

Disaster/Emergency Procedure Plan

Backup Plan if Relocation is needed

- Depending on the emergency, there might be a need to relocate the residents
- Alternative or Temporary Office Location
- Management will have a plan and what role you will need to play in this relocation

67

Disaster/Emergency Procedure Plan

Insurance & Legal Issues

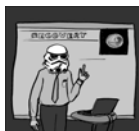
- Maintenance Equipment...
- Videotape or photos of facility & all equipment, include dates taken
- Store duplicate copies of all documents in a secure off-site location (Backup Disks, Master CDs, Files, Legal Docs, Insurance Policies)
- Utilize fireproof & waterproof safes (Fireproof safe will not protect computer disks from melting)
- Does insurance cover debris removal, leased equipment, interruption of power, heating/air, sewer?

68

Disaster/Emergency Procedure Plan

After the Disaster - Rehabilitation Coordination

- Identify deductible disaster expenses
- Just to be safe, Keep all Expense Receipts
- Take video or photos of damage and keep damaged equipment until insurance adjuster arrives
- How much damage is considered "uninhabitable"
 - Consider disaster recovery contractors trained to assist in restoration
- Review how the emergency plan worked and modify what didn't work



**Consider taking a First Aid Course
"FastAid" by The American Red Cross**

- Bleeding & Wounds
- Broken Bones
- Burns
- Choking
- Convulsions/Seizures
- Dog/Animal Bites
- Drowning
- Drug Overdose
- Electric Shock
- Eye Injury
- Fainting
- Fever
- Frostbite
- Head/Neck/Back/Pelvic Injury
- Heat Stroke/Exhaustion
- Heart Attack/Stroke
- Hypothermia
- Insect Stings
- Insulin Shock/Hypoglycemia
- Internal Bleeding/Injury
- Poisoning
- Severed Body Part
- Shock
- Smoke/Car Exhaust Inhalation
- Snake Bites
- Tooth Loss
- Unconsciousness

70

Important Contacts

- **Federal Agencies**
 - Dept Homeland Security - www.ready.gov
 - American Red Cross
 - FEMA - www.fema.gov/hazard
 - United States Disaster Safety Site www.disastersafety.org
- **State & Local Agencies of Emergency Services**
 - LAFD CERT Unit – Ph# (818) 756-9674 www.cert-la.com
 - Emergency Telephone – 911
 - Wyoming Office of Homeland Security Ph: 307-777-HOME (4663)
 - Fire Dept, Law Enforcement, Salvation Army, Religious & Community Organizations, Poison Control
- **Hotlines**
 - Poison Control Hotline – 800-222-1222
 - Center for Disease Control and Prevention (CDC) issues an interim guidance daily www.cdc.gov/recommendations
 - Home Safety Council www.mysafehome.org

71

Thank You

CONTACT INFO: Training, Consulting, Web Services

Sharon Jackman – Ph:707-888-0756

- sjackman@sigservicesllc.com
- www.sigservicesllc.com



Information on WaitList OnLine

- www.waitlistonline.com

72
