



Program Guide

Neighborhood Emergency Preparedness Plan

Knowing Your Neighbors Can Save Your Life

In this Guide, you will learn how to create a Neighborhood Emergency Preparedness Plan so that you and your neighbors can better rely on one another when first responders are unable to reach you.

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Introduction

This Guide is designed to help members of a neighborhood respond more swiftly and responsibly to a community-wide disaster within their own neighborhood.

The Guide outlines a general **Neighborhood Emergency Preparedness Plan** that each neighborhood can then adapt to its own needs. Each plan in each neighborhood would have these main components:

- 1) Neighbors become better acquainted with members of their neighborhood, build bonds of collective responsibility, and share expertise and resources pertinent to a disaster response.
- 2) Neighbors agree on specific, tangible action steps they will take in response to an emergency, so that they can confidently and immediately respond to situations until professional disaster response teams arrive on the scene.
- 3) Neighbors revisit their plan at least once each year to determine if revisions are necessary and to make sure volunteers are in place for all job descriptions.

By working together, neighbors can also be better prepared for more localized emergencies while waiting on emergency services.

This Guide provides the essential steps to accomplish the above goals so that any neighborhood — regardless of capacity or resources — can put a plan in place. Additional resources are provided in the Appendix should a neighborhood or individual choose to further prepare themselves for disaster response.

This Guide is not intended to serve as a formal training manual for disaster response or to overshadow the necessity for family-level preparedness. Neighborhood-level emergency preparedness fills a niche in community wide disaster response. It promotes the urgency for citizens to equip themselves with knowledge and skills in order to help their neighbors in case of a disaster event in which emergency response personnel cannot immediately access their neighborhood.

This Guide was created by the City of Knoxville's Office of Neighborhoods and the Knoxville - Knox County Emergency Management Agency (KEMA), with assistance from the Knoxville Police and Fire Departments, Knox County Health Department, and Red Cross.

Prepare Your Household

A neighborhood cannot be prepared unless individual households are prepared.

Think about it: If you are not prepared personally, you will be focused on your family's needs and less likely to lend a hand to your neighbors. The same goes for the family next door.

Help others by first being prepared to help yourself. Follow these steps:

1. Create a **Household Ready Kit** that contains survival essentials for at least 72 hours. Items such as flashlights, batteries, water and non-perishable food can be stored in one or more plastic tote boxes. These then can be used to “shelter in place” at home—or easily and quickly moved to your vehicle in the event an evacuation is necessary.

See the Appendix for a list of suggested items to include in a Household Ready Kit and key websites that address Family Preparedness.

2. Assemble all emergency contact phone numbers for family members (work, school, cell, etc.), as well as for local emergency management agencies. Keep a copy of this in your wallet — and in the emergency kit.
3. Familiarize yourself with your home utilities and know how to shut them off if the units become hazardous. (*Utilize professionals to turn gas back on!*)
4. Review and update emergency plans with family members routinely, especially with children.
5. Consider whether obtaining personal disaster preparation training, such as CPR or fire safety, is right for you.



Knox County gas explosion, 2009.

Get to Know Your Neighbors

Neighborhood watch — crime prevention at the block level — is most successful when neighbors know each other and feel comfortable checking on one another and making inquiries if something is amiss.

The same is true for neighborhood-level emergency preparedness. Strong bonds among neighbors empower them to take care of each other until first responders can reach the neighborhood.

Lay the groundwork for your Neighborhood Emergency Preparedness Plan by following these steps:

1. Get to know your neighbors.
2. Host a potluck dinner or other social event so that neighbors can become acquainted. This does not happen overnight, but trust usually develops over time.
3. Work with two or three other neighbors. Plan, publicize and host a neighborhood meeting to discuss setting up a **preparedness network**. Like neighborhood watch, this works best with groups of 10 to 40 homes. A neighborhood organization in a large neighborhood may wish to divide the neighborhood into target areas of 10 to 40 homes with a block captain in each area.

The number of households in each target area is up to you, your neighbors and your neighborhood organization. Just keep it manageable.

If you need assistance organizing your neighbors for a neighborhood meeting, please contact the City of Knoxville, Office of Neighborhoods.

4. At this first meeting, explain the importance of having a neighborhood-level disaster plan and determine if there is support for setting one up. Elect an organizing committee to develop a Neighborhood Emergency Preparedness Plan to bring back to the group for approval.
5. Continue to provide opportunities for neighbors to introduce themselves and become well acquainted with one another.



Create a Neighborhood Plan

While social bonds are critical to your success, creating a plan of action puts the icing on the cake.

With the knowledge and participation of the residents in the target area, your organizing committee can follow these steps to create your own Neighborhood Emergency Preparedness Plan:

1. Obtain a map of your neighborhood (in PDF format) from the Office of Neighborhoods. This map should show house numbers. Use this map in your planning activities.
2. Survey the area within a one- to three-mile radius of your neighborhood to identify potential sources of *industrial hazards* — such as railways, interstate highways, and chemical plants — and research how to respond should a disastrous incident occur.
See “Potential Emergencies in Knoxville, Tennessee” in Appendix A. For assistance with surveying or researching response strategies, contact Knoxville – Knox County Emergency Management (KEMA).
3. Discuss the most likely *natural hazards* that affect the Knoxville area — such as straight line winds and ice storms — and likely impacts, such as downed power lines. What are the likely needs? How will your neighborhood respond?
4. Designate a **Neighborhood Gathering Site**, where able neighbors can gather immediately after a disaster.
This serves as a meeting point and an action center for deploying emergency response teams. This can be a front porch, open garage or other visible, easily accessible and covered space.
5. Designate a **Neighborhood Care Site** inside someone’s home or a community building to which you have access.
This is a location where children and people with special needs can be cared for, if necessary, after a disaster. Recognize that it may be best for individuals to “shelter in place” with neighborhood support.
6. Make a list of neighbors who are willing to share specialized skills such as CPR, First Aid, plumbing, communications (Ham radio), ability to shut off natural gas or operate a chain saw.
See the Appendix for additional resources and trainings to expand your neighborhood’s skill sets.
7. Create a list of neighbors who have essential equipment or supplies such as ladders, chain saws, walkie-talkie, generators, and 4-wheel drive vehicles.

It is NOT necessary for your neighbors to have fancy equipment or life-saving skills to create a successful Neighborhood Emergency Preparedness Plan. These things help, of course. But what matters most is your willingness to rely on one another — and your preparedness as a neighborhood.

8. Decide which forms of communication you will use, such as a phone tree, Family Service Radios, physical reporting to a designated person, window signage, and door-to-door visits. Think ahead: For example, what will you do if cell phone service is spotty or non-existent?
See the Appendix for additional resources about communication systems
9. A key form of communication is signage that can be placed in the front window of each home. Consider raising funds to have a local printer create 11x17 signs on sturdy corrugated cardboard stock or similar material. Or each household can make their own sign. One side of the sign says “OK” and the other side says “HELP.” Each household can post this sign so that your neighborhood response team knows where to stop. See Disaster Action Teams below.
10. Create a neighborhood directory with occupants, addresses and as much contact information as each person feels comfortable giving out. This directory might be provided to each household in the directory, along with the neighborhood map.
11. Provide a secure and confidential way that each household might share pertinent information — such as health issues, people with mobility limitations or other special needs — with a few key leaders.
If a neighbor is not comfortable sharing their personal details, that is fine. However, you may wish to encourage your neighbors to make sure that at least one of their trusted neighbors is aware of any special needs. During a disaster, it may be lifesaving for someone nearby to be aware of the neighbor’s critical needs or limitations.
12. Name a **Neighborhood Emergency Action Team** that includes those with special skills and equipment, as well as individuals with specific job descriptions such as those mentioned in the next section. Recruit volunteers — and backup volunteers — for each job description on your team.
13. Agree on the specific steps your leaders and residents will take in the event of an emergency. See “Implement the Plan” below.
14. It is important that the Neighborhood Emergency Action Team has an understanding of how to assist people with special needs and disabilities. See *Preparing for Disaster for People with Disabilities and other Special Needs* in Appendix F - Additional Resources.

15. You may wish to ask the Office of Neighborhoods and/or KEMA to review your plan and make suggestions.
16. Put your draft plan in writing and then take it back to a meeting of all residents in your target area for their feedback and approval.
17. Once the plan is approved, continue to strengthen it. For example:
 - You may wish to hold a “Walk and Meet” event, where neighbors gather at one end of the street or target area and walk from house to house. Each household introduces themselves with whatever detail they wish.
 - Encourage one another to seek CPR, First Aid, **Community Emergency Response Team (CERT)** and other training to make sure your neighborhood has the skills it needs.
 - Invite guest speakers from various emergency services to speak at your meetings. See the *Emergency Preparedness Speaker Series* in appendix D to this Guide.
 - Conduct a drill periodically. Work with the Office of Neighborhoods to involve emergency services in a test of your plan.

This can be a fun way to bring neighbors together. Follow the drill with a potluck dinner and invite your local firehall to join in!



Courtesy of Eugene, OR CERT Website

Implement the Plan

Your **Neighborhood Emergency Action Team** is responsible for implementing this plan in the event of a widespread emergency in which First Responders are unable to reach your neighborhood right away.

Step One

The first priority is to take care of yourself and your loved ones, and to secure your home.

Step Two

Place a HELP or OK sign in your front house window to alert your neighbors about your status.

The HELP and OK cards are meant for communication among neighbors. Individuals may feel the necessity to call 911 on their own, and this is their right.

Step Three

If you are able to do so, report to your assigned neighborhood gathering site or neighborhood care site.

Step Four

At the gathering site, the **Neighborhood Emergency Coordinator** works with others to assess the extent of the emergency and makes sure key neighborhood personnel (or their backups) are in place. The **Neighborhood Liaison** begins communicating with Emergency Services.

Step Five

Door-to-door **scout teams** (whose members should be known in advance of any emergency) are deployed. Via the Neighborhood Liaison, they notify Emergency Services of life-threatening situations and other priority needs. After each team has completed their duties, they report back to the neighborhood gathering site.

Step Six

Continue to exchange pertinent information and make further decisions as necessary.

For example, neighbors who are proficient with chain saws may begin clearing downed trees that are blocking streets and that are not touching power lines. Others might rope off downed power lines. Specific tasks will depend on the particulars of the emergency at hand.

Step Seven:

When professional Emergency Services arrive on the scene, stand aside and provide support as requested.

Neighborhood Emergency Action Team: Job Descriptions

Neighborhood Emergency Coordinator: Ideally this should be a single person who works collaboratively with others but who is nevertheless in charge of implementing the plan, receiving reports from others, coordinating communications, and supervising the overall effort.

Neighborhood Liaison: To avoid confusion and miscommunication, a single point person in the neighborhood should be designated to communicate with Emergency Services. He or she will report damages and pinpoint the most urgent personal needs in the neighborhood. This person also relays updates provided by Emergency Services back to the Neighborhood Action Team.

Radio Relay – This person listens to the **Emergency Alert System** or to a NOAA Weather Radio and relays pertinent information to the group. If the Neighborhood Action Team has instituted Family Service Radios as its line of communication, this person serves as the information aggregate for the neighborhood.

Neighborhood Scout Team – This group walks door-to-door in the neighborhood, searching for distressed households with HELP cards in windows and households with no signs at all. This group checks on elderly or special needs neighbors; if appropriate, they assist in moving these individuals to the neighborhood care center. They may be prepared to perform first aid and to check for gas leaks or structural damage. The group will utilize the neighborhood map accordingly, checking off houses that have been serviced.

There may be more than one scout team, depending on the size of the target area and the number of volunteers.

Other job descriptions may come to mind as you develop your plan, and you may wish to modify the descriptions listed here.

Appendices

Resources for Continued Resilience

- A. Potential Emergencies in the Knoxville Area
- B. Household Ready Kit
- C. Good Samaritan Law
- D. Glossary of Terms
- E. Emergency Preparedness Speaker Series
- F. Additional Training / Contacts
- G. Additional Resources



GET READY KNOXVILLE

- ① Make a Ready Kit
- ② Make a Plan and Write It Down
- ③ Stay Informed
- ④ Get Involved

Appendix A

Potential Emergencies in the Knoxville Area

Why would you need to be prepared in a town as safe as Knoxville? Here are a few things that KEMA has listed as potential emergencies in the Knoxville area

Severe Weather

- Spring and Summer
 - Severe Storms
 - Tornados
 - Wind
 - Flooding
 - Hail
 - Extreme Heat
- Winter
 - Freezing Temperatures
 - Ice Storms
 - Snow
 - Blizzards

Fires



Earthquakes

Widespread Illness

- Flu – H1N1, Bird Flu
- Food or Water Contamination

Widespread Utility Outages

- Electric
- Water
- Gas (Stores, Gas Stations, Banks / ATMs may be closed)

Closed Roads or Bridges Airplane Crash



City and County plane crash

Terrorism

Hazardous Chemicals or Materials Release

- Train Derailments
- Accidents on the Interstate



Train Derailment, behind TVA

- Radiation
- Nuclear

In addition, evacuations from your home, school or workplace; being confined at home, school or your workplace for extended periods of time; and being stranded in your car for extended periods of time as well as violence that occurs in the workplace, school, or *your neighborhood* are all situations to be prepared for.

Appendix B

Ready Kit

Use this bag to get started on your Ready Kit. Store larger items in a plastic container.

- | | |
|---|---|
| <input type="checkbox"/> Copy of Emergency Wallet Card | <input type="checkbox"/> Glasses, Contacts & Solution |
| <input type="checkbox"/> Water Supply (3 days)
3 gallons for each person | <input type="checkbox"/> Copies Of Important Documents –
Insurance, Wills, Birth Certificates,
Photo ID & Drivers License |
| <input type="checkbox"/> Food – 3 day supply
Non-perishable | <input type="checkbox"/> Tools – Wrench, Pliers, Multi-tool |
| <input type="checkbox"/> Manual Can Opener
(if you have canned food) | <input type="checkbox"/> Waterproof Matches |
| <input type="checkbox"/> Prescription Medications | <input type="checkbox"/> Mess Kit – Plates, Cups, Utensils |
| <input type="checkbox"/> Cash & Coins | <input type="checkbox"/> Zip-lock Bags & Trash Bags |
| <input type="checkbox"/> FM Radio & Batteries | <input type="checkbox"/> Pet Items – Food, Water, Carrier |
| <input type="checkbox"/> Weather Radio & Batteries | <input type="checkbox"/> Chlorine Bleach And Medicine Dropper |
| <input type="checkbox"/> Flashlight & Batteries | <input type="checkbox"/> Feminine Products |
| <input type="checkbox"/> Crank or Solar Cell Phone Charger | <input type="checkbox"/> Hygiene Items - Soap, Shampoo,
Tooth Brush, Toothpaste, Deodorant |
| <input type="checkbox"/> Infant Items –
Diapers, Formula, Bottles | <input type="checkbox"/> Paper & Pencil |
| <input type="checkbox"/> Items for Elderly –
Hearing Aid, Walker, Cane, etc. | <input type="checkbox"/> Emergency Reference Books |
| <input type="checkbox"/> First Aid Kit
Include Over the Counter
Medications – Tylenol, Kaopectate,
Benadryl, Sunscreen | <input type="checkbox"/> Children’s Items – Coloring Books,
Games, Puzzles, Stuffed Animals |
| | <input type="checkbox"/> Change Of Clothing & Shoes –
For Hot and Cold Weather |
| | <input type="checkbox"/> Blankets Or Sleeping Bags & Pillows |

For more information visit
www.knoxtnlepc.com/getready

KEMA – Knoxville-Knox County Emergency Management Agency
605 Bernard Avenue, Knoxville, TN 37921
(865) 215-1166

Appendix C

Good Samaritan Law

By state law, citizens who in good faith render emergency care at the scene of an accident, medical emergency or disaster cannot be held liable by the victim or the victim's family if something goes wrong, except in cases of gross negligence. Here is the relevant portion of the law (emphasis added):

Tennessee Code Annotated 63-6-218: "Good Samaritan Law"

(a) This section shall be known and cited as the "Good Samaritan Law."

(b) **Any person**, including those licensed to practice medicine and surgery and including any person licensed or certified to render service ancillary thereto, or any member of a volunteer first aid, rescue or emergency squad that provides emergency public first aid and rescue services, **shall not be liable to victims or persons receiving emergency care** for any civil damages as a result of any act or omission by such person in rendering the emergency care or as a result of any act or failure to act to provide or arrange for further medical treatment or care for the injured person, except such damages as may result from the gross negligence of the person rendering such emergency care, who in good faith:

(1) Renders emergency care at the scene of an accident, medical emergency and/or disaster, while en route from such scene to a medical facility and while assisting medical personnel at the receiving medical facility, including use of an automated external defibrillator, to the victim or victims thereof without making any direct charge for the emergency care; or

(2) Participates or assists in rendering emergency care, including use of an automated external defibrillator, to persons attending or participating in performances, exhibitions, banquets, sporting events, religious or other gatherings open to the general public, with or without an admission charge, whether or not such emergency care is made available as a service, planned in advance by the promoter of the event and/or any other person or association.

Definition of Gross Negligence

Gross negligence is a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. It is conduct that is extreme when compared with ordinary Negligence, which is a mere failure to exercise reasonable care.

Source: <http://legal-dictionary.thefreedictionary.com/Gross+negligence>

Appendix D

Glossary of Terms

Community Emergency Response Teams (CERT) – one of five federal programs promoted under the umbrella organization Citizen Corps, CERT is an organization of volunteer emergency workers who have received specific training in basic disaster response skills, and who agree to supplement existing emergency responders in the event of a major disaster.

Emergency Alert System – a national warning system in the United States designed to alert the public of local weather emergencies. Put into place on January 1, 1997, the official EAS is designed to enable the President of the United States to speak to the United States public within 10 minutes.

Family Service Radios – walkie-talkies that are powered by the **Family Radio Service (FRS)** which is a private, two-way, very short-distance voice and data communications service for facilitating family and group activities. This personal radio service does not suffer the interference effects found on citizens' band (CB) also used by cordless phones, toys, and baby monitors.

Household Ready Kit – simply a collection of basic items your household may need in the event of an emergency. Emergency management agencies suggest assembling a kit of essentials that will last you 72 hours. (see **Ready Kit Checklist** in Appendix B).

Neighborhood Care Site – a location where children and people with special needs can be cared for, if necessary, after a disaster. This could be inside someone's home or a community building to which you have access.

Neighborhood Emergency Action Team – includes those with special skills and equipment, as well as individuals with specific job descriptions (see page 9 for *Action Team job descriptions*).

Neighborhood Emergency Coordinator – a single person who works collaboratively with others but who is nevertheless in charge of implementing the plan, receiving reports from others, coordinating communications, and supervising the overall effort.

Neighborhood Emergency Preparedness Plan – a plan of action designed by your neighborhood to respond quickly and safely in the event of an emergency. The NEPP is meant to be designed to fit your specific neighborhood, details on how to form an NEPP can be found on pages 5 – 7.

Neighborhood Gathering Site – a location where able neighbors can gather immediately after a disaster. This serves as a meeting point and an action center for the Neighborhood Emergency Action Team. This can be a front porch, open garage or other visible, easily accessible and covered space.

Neighborhood Liaison – a single point person in the neighborhood should be designated to communicate with Emergency Services. He or she will report damages and pinpoint the most urgent personal needs in the neighborhood. This person also relays updates provided by Emergency Services back to the Neighborhood Action Team.

Neighborhood Scout Team – a group that walks door-to-door in the neighborhood, searching for distressed households with HELP cards in windows and households with no signs at all. This group checks on elderly or special needs neighbors; if appropriate, they assist in moving these individuals to the neighborhood care center. They may be prepared to perform first aid and to check for gas leaks or structural damage. The group will utilize the neighborhood map accordingly, checking off houses that have been serviced.

Preparedness Network – a network of communication amongst neighbors that is similar to Neighborhood Watch. Like neighborhood watch, this works best with groups of 10 to 40 homes but the size is ultimately up to each individual neighborhood.

Radio Relay – an individual tasked with listening to the **Emergency Alert System** or to a NOAA Weather Radio and relaying pertinent information to the group. If the Neighborhood Action Team has instituted Family Service Radios as its line of communication, this person serves as the information aggregate for the neighborhood.

Voluntary Organizations Active in Disaster – a coalition of the major voluntary organizations in the area that have made disaster-related work a priority. VOAD member agencies provide skilled direct services along the continuum from disaster prevention and preparation to response, recovery, and mitigation.

Appendix E

Emergency Preparedness Speaker Series

Learn how to best prepare your family and your neighborhood through a series of presentations from emergency management experts. Request the individual speaker you find most interesting or go through the whole series for a holistic approach to preparedness.

All Emergency Preparedness Speakers are scheduled through the City of Knoxville's Office of Neighborhoods.

Griff Ashooh, Neighborhood Emergency Preparedness Coordinator
Office of Neighborhoods
(865) 215-3456
gashooh@cityofknoxville.org

Neighborhood Emergency Preparedness Plan

Griff Ashooh, Office of Neighborhoods
www.cityofknoxville.org/neighborhoods

Take disaster and emergency planning beyond an individual household level and prepare your neighborhood as a whole for the unexpected. Discuss the importance of emergency preparedness, receive an introduction to the Disaster Speaker Series and learn the steps to organize an emergency preparedness plan for your neighborhood.

KEMA (Knoxville Emergency Management Agency)

<http://www.cityofknoxville.org/kema>

Find out how the emergency management and response system works in Knoxville. Learn the key players in emergency management, the roles they play in disaster response, and how they interact in the event of an emergency. Learn about the Emergency Operations Center and the way disasters are handled on a local, state, and national level.

American Red Cross of Tennessee Mountain Valley

<http://www.redcross.org/tn/knoxville>

This presentation focuses on the importance of protecting yourself and your family during emergencies. Learn how to create a family emergency plan, stay informed, and anticipate and plan for likely area disasters including storms, tornadoes and fire. Also covered: developing a family communication plan, what to include in your family emergency kit, and opportunities for learning First Aid and other skills..

Knoxville Fire Marshal's Office

www.cityofknoxville.org/kfd/codes.asp

In the event of a fire, do you know the best routes to take to escape your apartment, community center, or housing complex? A fire marshal will walk you through the best paths to evacuate your building and show you alternate routes in case your main escape route is inaccessible.

Knox County Health Department

www.knoxcounty.org/health

Hear tips on handling a health-based emergency and everyday preparedness tips for individuals, civic groups, faith-based organizations, and businesses. The Health Department is flexible on covering a variety of different topics. When you ask for a presentation, please be prepared to provide the following information to the staff: the date/time, subject(s) you would like to be covered, the timeframe allowed, and the type of audience.

Knoxville Fire Department

www.cityofknoxville.org/kfd

The City of Knoxville Fire Department provides the following educational programs. Learn important fire safety information from the following free classes:

- Fire Extinguisher Training
- Adopting an Attitude of Safety
- Fire Escape Planning
- Burn Prevention
- Basic Burn First Aid
- Fire Safety House

Be trained in emergency response and life saving techniques with the following classes available with appropriate fees:

- First Aid
- CPR

Knoxville Police Department

www.cityofknoxville.org/kpd

Learn from the experts in crisis management how to prepare for, handle, and recover from a critical incident. Let KPD share their expertise on dealing with a terrorist related event, homicide, or mass shooting.

Appendix F Additional Training

- For Neighborhood Disaster guide training contact: The City of Knoxville, Community Development's, Office of Neighborhoods, (865) 215-3232.
- For CPR training contact: The American Red Cross of Tennessee Mountain Valley, (865) 584-2999.
- For Community Emergency Response Team (CERT) training contact: The Knoxville-Knox County Emergency Management Agency (KEMA), (865)-215-1166
- For Building Strong Neighborhood Organizations training contact: The City of Knoxville, Community Development's, Office of Neighborhoods, (865) 215-3232.
- For HAM Radio training contact: The Knoxville-Knox County Emergency Management Agency (KEMA), (865)-215-1166.
- For Family Preparedness training contact: Either, the American Red Cross of Tennessee Mountain Valley, (865) 584-2999 or the Knox County Health Department, Emergency Preparedness/Terrorism Department, (865) 215-5093.

Emergency Phone Numbers

POLICE, FIRE OR MEDICAL Emergency.....911

Non-Emergency Numbers

General Information.....	211
City of Knoxville Information.....	311
Knoxville Police.....	215-7000
Knox County Sheriff.....	215-2243
Knoxville Fire Department.....	595-4480
Rural Metro.....	675-4601
UT Police.....	974-3114
Rescue Squad.....	546-4821
KUB.....	524-2911
Knox County Health Department.....	215-5000
Knoxville Emergency Management Agency	215-1166
Tennessee Emergency Management Agency Nashville.....	615-741-0001
Alcoa.....	865-981-2387
FEMA Disaster Assistance.....	1-800-621-3362

Appendix H

Additional Resources

The American Red Cross of East Tennessee

<http://www.redcross.org/tn/knoxville>

disABILITY Resource Center

<http://www.drctn.org/>

The Emergency Alert System

<https://www.fema.gov/emergency-alert-system>

East Tennessee Voluntary Organizations Active in Disasters (VOAD)

<http://etvoad.org/>

Federal Emergency Management Agency (FEMA)

<https://www.fema.gov/>

Get Ready Knoxville

<http://knoxtlepc.org/getready/default.aspx>

Knox County Health Department

<http://www.knoxcounty.org/health/>

Knoxville-Knox County Emergency Management Agency (KEMA)

<http://www.cityofknoxville.org/kema/>

Knoxville Fire Department

<http://www.cityofknoxville.org/kfd/>

Knoxville Local Emergency Planning Committee (LEPC)

<http://knoxtlepc.org/default.aspx>

Knoxville Police Department

<http://www.cityofknoxville.org/kpd/>

Knox County Association of Baptists - Disaster Relief

<http://www.kcab.org/647187>

The Office of Neighborhoods: Neighborhood Emergency Preparedness Plan

<http://www.cityofknoxville.org/development/neighborhoods/prepared.asp>

Preparing for Disaster for People with Disabilities and other Special Needs

http://www.redcross.org/images/MEDIA_CustomProductCatalog/m4240199_A4497.pdf

Tennessee Department of Environment and Conservation (TDEC)
<http://www.tn.gov/environment/>

Tennessee Emergency Management Agency (TEMA)
<http://www.tnema.org/>